

# **Accounts Receivable Part One**

**Student Guide**

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# **Course Introduction**

## **Chapter 1**

# Course Introduction

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## Course Objectives

At the end of this course, you should be able to:

- Manage customer information
- Setup, enter, and process transactions
- Setup, enter, and apply receipts
- Collect accounts receivable
- Define collection methods

# Product Overview

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## Product Overview

With Receivables you can:

- Control billing and collection processes, including user-defined dunning letters, statements, aging, and key indicator reports
- Generate standard invoices, credit memos, and recurring invoices with minimal data input
- Automatically account for miscellaneous cash receipts
- Track, monitor, and collect your receivables to reduce your delinquent accounts
- Integrate with other Oracle applications

## Release 11i Enhancements

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### **Release 11i Enhancements**

- View Transaction Accounting
- AutoAccounting for Customer Bill - to - Site.
- Change to the Finance Charge Process

# Managing Customers

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## Managing Customers

With Receivables you can:

- Group customers into profile classes to streamline collection processing
- Enable related customers to establish reciprocal payment and contract terms
- Create and maintain customer information
- Eliminate any duplicated customer information
- Review customer information online and in reports

## Entering and Processing Transactions

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### **Entering and Processing Transactions**

With Receivables you can:

- Adjust for over- or under- invoiced transactions
- Correct invalid transactions
- Review and print transactions
- Generate and send customer statements

## Setting Up Transaction Information

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### Setting Up Transaction Information

With Receivables you can:

- Control transaction entry and processing default values, including payment terms, General Ledger account numbers, and so on
- Define transaction line information such as units of measure and common memo line items
- Enable AutoInvoice to import invoices, debit memos, credit memos, and on-account (unapplied) credits from other systems
- Implement statement cycles
- Create informational messages to customers

## Entering and Applying Receipts

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### Entering and Applying Receipts

With Receivables you can:

- Enter receipts manually.
- Prepare adjustments
- Reverse and reapply receipts
- Review receipts online and in reports

## Setting Up Receipt Information

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### **Setting Up Receipt Information**

With Receivables you can:

- Enter banking and accounting information before entering and processing receipts

## Collecting Accounts Receivable

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### **Collecting Accounts Receivable**

With Receivables you can:

- Identify disputed and past-due items
- Track calls to and correspondence with customers
- Schedule follow-up contacts with customers
- Prepare a sequence of dunning letters to remind customers of past-due items
- Resolve past-due items using adjustments

## Defining Collection Methods

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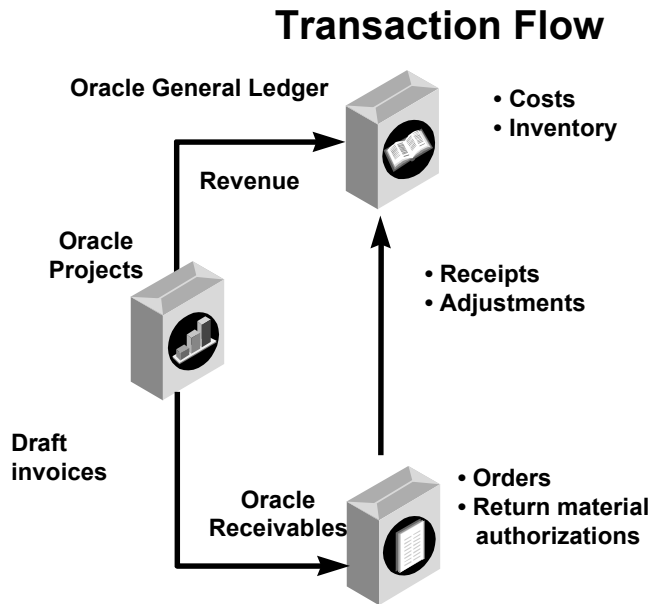
### **Defining Collection Methods**

With Receivables you can:

- Identify collectors, then assign them to customers
- Define aging buckets to categorize customer receivables
- Create dunning letter sets that alert customers to past-due items

# Oracle Applications Transaction Flow

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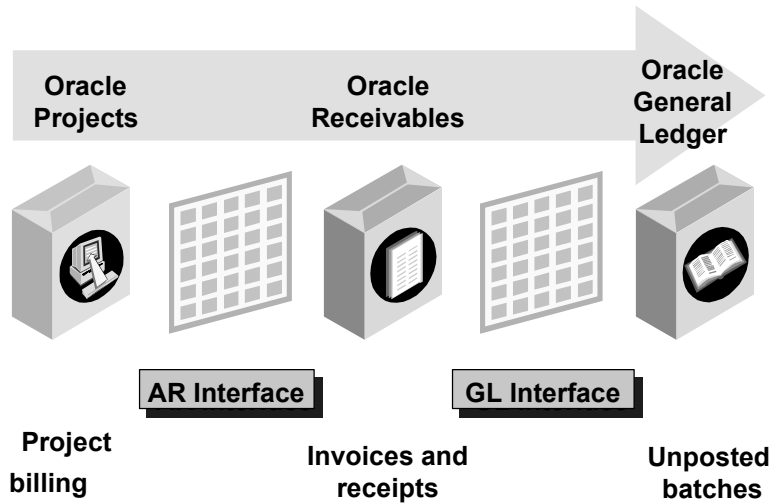
## Transaction Flow Among Applications

Transactions flow directly to Receivables from Projects. Other transactions, including journal entries, flow from Receivables to General Ledger.

## Accounts Receivable Transaction Flow

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### Accounts Receivable Transaction Flow



### Transaction Inflow Through Interfaces

The usual flow of transactions data includes interface tables that act as intermediary tables between applications. The interface tables collect data from source systems and map the data to the appropriate attribute columns.

## Integrating with General Ledger

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### **Integrating with General Ledger**

With General Ledger, you can use Receivables to:

- Run transaction reports to process accounts receivable
- Determine how Receivables integrates with General Ledger and creates journal entries

# Overview of System Options

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## System Options

Many of the system options available in Receivables are explained throughout this course. These options appear in the alternative regions of the System Options window. Some of the options in these regions are:

- Accounting region: Accrual or cash basis accounting method, early payment discount treatment, General Ledger account numbers for selected accounts, foreign exchange gain and loss account numbers, and so on
- Transactions and Customers region: Automatic site and customer numbering, printing of transactions, permitting the deletion of transactions, and so on
- Miscellaneous region: Printing of remit-to addresses on transactions, number of invoices processed per commit, default receipt application rules, and so on

## Overview of Profile Options

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### **Personal Profile Values**

Thirty profile options are available to control an individual's capability to access and change data or options in Receivables. Because some of these options have a broad impact on the data maintained by Receivables, these options should be carefully controlled as part of the implementation process or when adding new users. The ability to set profile options is often restricted to application system administrators.

## Overview of Standard Reports

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### **Reports**

More than 100 standard reports are available from Receivables. Reports can be generated individually or as part of a report set.

# **Customers - Introduction**

## **Chapter 2**

## Customers - Introduction

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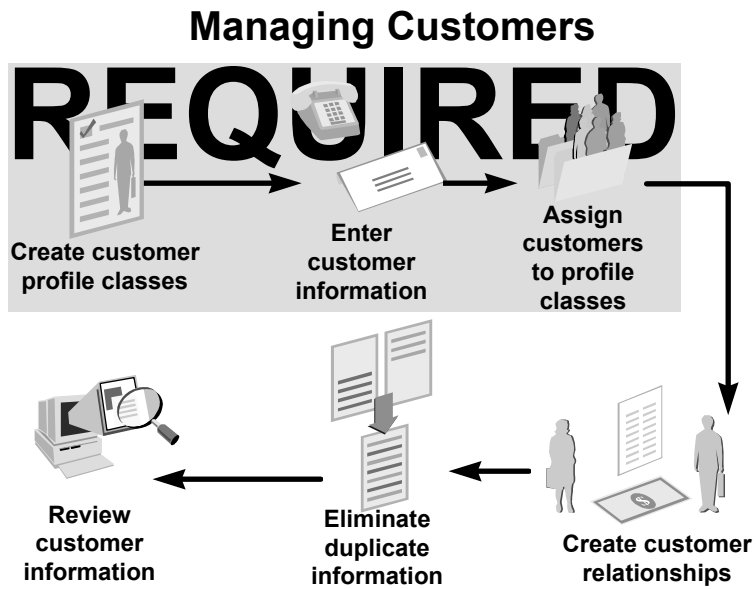
### **Section Objectives**

At the end of this section, you should be able to:

- Discuss the basic concepts of customers within Receivables.

## Customers Overview: Managing Customers

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FACTS reporting as well as SF1081 and SF1080 are by ALC number and the affected flexfield for Federal Eliminations.

AFFECTS	CLASS	ALC NUMBER	FEDERAL ELIMINATION DEPARTMENT
FACTS Reporting	"FEDERAL" always uppercase		Enter in Flexfield on Customer window
SF1080 NON-IPAC	"FEDERAL" always uppercase	Enter ALC # in TAX REGISTRATION NUMBER FIELD, Customer window	
SF1081 IPAC	"FEDERAL" always uppercase	Enter ALC # in TAX REGISTRATION NUMBER FIELD, Customer window	

## Customer Entry Methods

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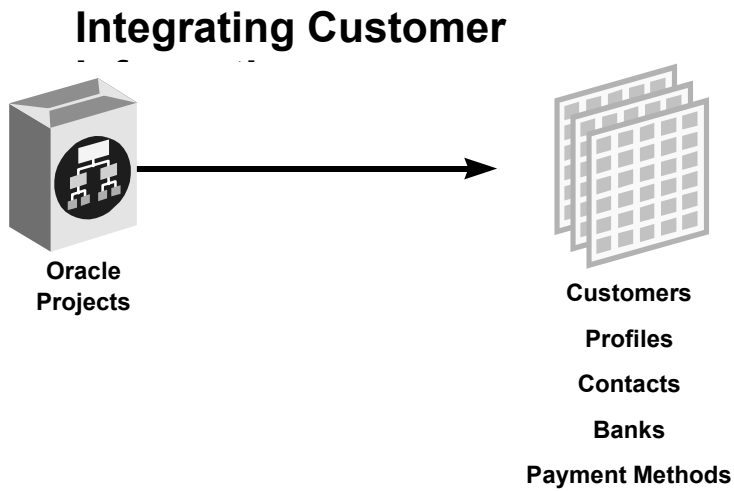
### **Customer Entry Methods**

The two customer entry methods are:

- Standard window
- Customer interface tables

# Integrating Customer Information

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## Entering or Importing Customer Information

Customer information can be entered directly into Receivables or imported through interface tables from other Applications.

The first two tables can be used to provide customer and profile class information required for all implementations of Receivables.

Customer Interface Tables	
Table Name	Contains Items Such As
RA_CUSTOMERS_INTERFACE_ALL	Name, number, location
RA_CUSTOMER_PROFILES_INTERFACE	Profile class information (credit, and so on)
RA_CONTACT_PHONES_INTERFACE	Contact name, phone, email
RA_CUSTOMER_BANKS_INTERFACE	Account, location, currency
RA_CUST_PAY_METHOD_INTERFACE	Payment receipt methods

# **Entering Customer Information**

## **Chapter 3**

# Entering Customer Information

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## Section Objectives

At the end of this section, you should be able to:

- Use the Standard and Interface methods to enter customer information
- Enter customer information such as addresses, phone numbers, and contact names
- Assign a business purpose to each customer site
- Create Customer Relationships

## Overview

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### **Prior to implementation the DELPHI Controller has done the following setup:**

- Specify naming conventions such as capitalization and abbreviations.
- Select the appropriate data entry method: Standard Customer Entry or Customer Interface.
- Select the Automatic Customer Numbering and Site Numbering system options and the Automatic Contact Numbering profile option to automatically number customers, sites, and contacts. Or select the manual numbering option.
- Make the choice of using the Allow Payment of Unrelated Invoices system option to permit payment of unrelated customers' invoices. The preferred method is to link customers.
- Create Customer Class QuickCodes to help identify similar customers; for example by industry, location and so on. Classes are useful for printing invoices and for customized reports. Currently, FEDERAL and NON-FEDERAL quick codes have been created.
- Use the Default Country systems option to set a default value for the Country field when addresses are entered.
- Select a predefined address style.

## Customer Entry Methods

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### Customer Entry Methods

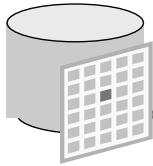
- Standard customer
- Customer

Enter complete  
details



Standard  
customer entry

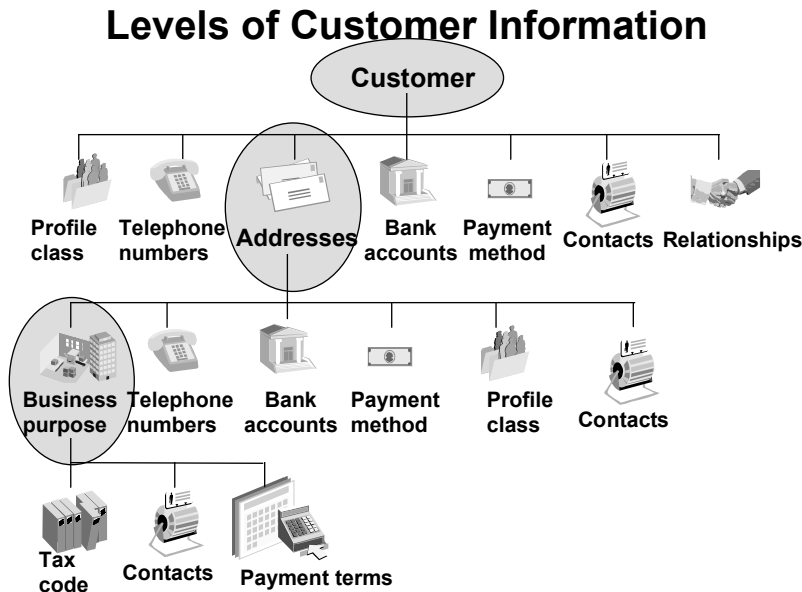
Import from  
other systems



Customer  
interface

## Levels of Customer Information

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### Customer, Address, and Business-Purpose Information

The Customer header area which includes Customer Name, Taxpayer ID, Tax Registration Number and system generated number are global. All alternate regions are available for each OA to complete.

Customer information can be entered at a customer level, for each address of the customer, and for the business-purpose at each address. Each customer must have a Bill-To and Ship-To address with a contact name, contact role and telephone number.

Contact information, such as telephone numbers, can be assigned at all levels. You can assign payment method and bank account information to an address only if that address has been assigned a bill-to business purpose.

## Defining Customer Groups

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### Defining Customer Groups

A combination of four fields provides sufficient detail for customer accounting and reporting requirements.

- **Profile Class: This field is used for printing the correct type of invoice.**  
  
Public = non-government commercial or consumer customer  
  
1080 Government = Non - IPAC  
  
1081 Government = IPAC  
  
Foreign = foreign government, consumer or commercial entity
- **Class: This field is used to determine which invoices will be assessed late charges and for FACTS reporting.**  
  
FEDERAL – Select if customer is a federal entity. This entry must always be uppercase for FACTS reporting purposes.  
  
NON-FEDERAL – Select if customer is a public or foreign entity.  
  
DIRECT LOAN – Select if Direct Loan  
  
(Additional Customer classes can be setup if needed)
- **Type: This field is used to determine which customers are employees.**  
  
External – Non-Employee  
  
Internal – Employee

## Defining Customer Groups

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- **Category:** This field is used in preparation of As the Report on Receivables Due From the Public SF 220-9.

Commercial – business entity

Consumer – an individual

Federal – Federal entity

Non-Federal – Public

Foreign Sovereign - Foreign

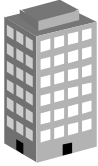
State - State entity

# Assigning Business Purposes to Addresses

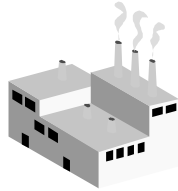
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## Assigning Business Purposes

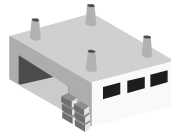
Addresses may have one or more business purposes



- Bill-To
- Statements
- Dunning



- Ship-To



- Ship-To

## Defining Multiple Sites and Assigning Business Purposes to Sites

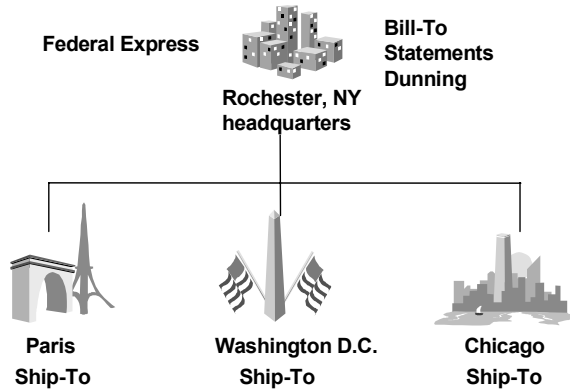
Purpose	Description
Bill-To	All invoices are sent here for payment; typically the site of the customer's Accounts Payable department.
Ship-To	Where the goods are shipped.
Dunning	Dunning letters are sent to this location. Only one active dunning site can be defined per customer.
Statements	Consolidated statements and invoices are sent to this location. Only one active statements site can be defined per customer.

## Multiple Sites and Business Purposes

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### Multiple Sites and Business Purposes: Example 1

Federal Express is completely centralized, and its headquarters handles all payment procedures.



### Example 1

Federal Express, headquartered in Rochester, New York has sites in Chicago, Washington D.C., and Paris.

Invoices, consolidated statements, and dunning letters go to the New York address.

Goods are shipped to each ship-to address.

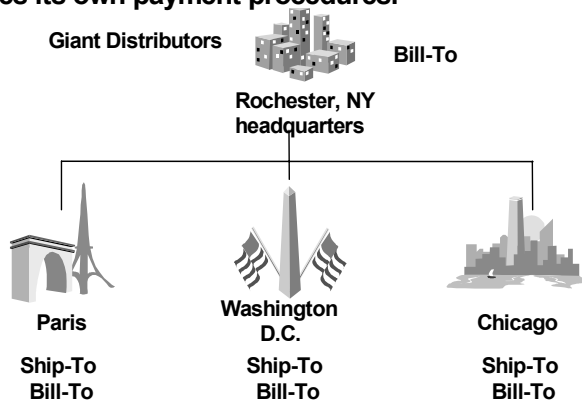
## Multiple Sites and Business Purposes

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### Multiple Sites and Business Purposes:

#### Example 2

Giant Distributors is completely decentralized, and each site handles its own payment procedures.



#### Example 2

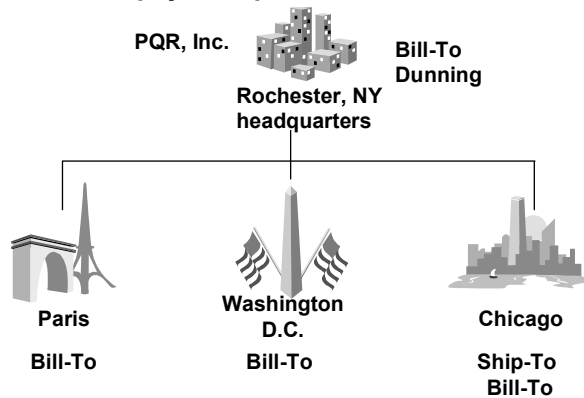
If no statement site is defined, statements are sent to each bill-to address. Therefore, each site receives its own statements, bills, and dunning letters.

## Multiple Sites and Business Purposes

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### Multiple Sites and Business Purposes: Example 3

PQR, Inc. has one receiving site (Chicago), but each site handles its own payment procedures.

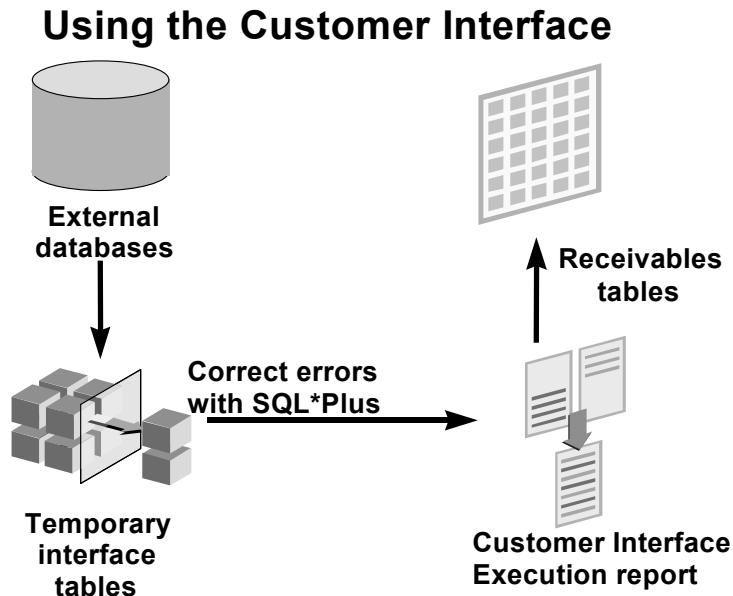


### Example 3

Goods are shipped to the Chicago site. Invoices and statements are sent to their appropriate sites, and dunning letters are sent to New York.

## Using the Customer Interface

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### Importing Customer Data

- All customer data that you enter in the Customers - Standard window can be imported using the customer interface.
- Add customer relationships through customer interface.
- Import customer profile class information such as payment terms, statement, automatic receipt, finance charge, dunning, and invoicing information.

### Updating Customer Data

- If customer data is maintained in an external system, use the customer interface to update the information at regular intervals.
- In all records that are for update purposes only, set Insert\_Update\_Flags to U. This signals to the interface program that these records should be used to update existing records in the customer database.

## Using the Customer Interface

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### Validating Customer Data

- All data imported or updated with the customer interface is validated by Receivables. Valid data is automatically transferred into the appropriate tables.
- Invalid data stays in the interface tables and must be corrected manually or by using SQL\*Plus.

## Customer Interface Tables

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### Customer Interface Tables

- RA\_CONTACT\_PHONES\_INT\_ALL
- RA\_CUSTOMERS\_INTERFACE\_ALL
- RA\_CUSTOMER\_BANKS\_INT\_ALL
- RA\_CUSTOMER\_PROFILES\_INT\_ALL
- RA\_CUST\_PAY\_METHOD\_INT\_ALL

### Interface Tables of Customer Data

Table	Sample Data
* RA_CONTACT_PHONES_INT_ALL	Original system references, contact name, e-mail address, mail stop, and phone numbers
* RA_CUSTOMERS_INTERFACE_ALL	Customer name, address, tax codes, profile class, and site use
RA_CUSTOMER_BANKS_INT_ALL	Bank account number, currency, bank number and address
RA_CUSTOMER_PROFILES_INT_ALL	Customer profile information
RA_CUST_PAY_METHOD_INT_ALL	Payment method name

Interface tables highlighted with an (\*) are deleted after conversion.

# Creating Customer Relationships

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## Customer Relationships

A customer relationship links one customer to another.

Customer relationships enforce invoicing and receipt-application controls.

Relationships:

- Can only exist between *two* customers
- Are not transitive: If A is related to B and B is related to C, A and C are not related
- Can be reciprocal or nonreciprocal

## Why Create Customer Relationships?

To control:

- Receipt application
- Creation of invoices
- Agreements

## Creating Customer Relationships

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### **Controlling Customer Relationships**

Control application of payment receipts: In the System Options window, if the check box Allow Payment of Unrelated Invoices is clear, Oracle Receivables permits application of one customer's receipt to another customer's invoice, only if the customer who owns the invoice is related to the customer who owns the receipt. If Allow Payment of Unrelated Invoices is selected, a relationship does not have to be defined.

## Allowing Payment of Unrelated Invoices

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### Allowing Payment of Unrelated Invoices

- This system option enables the application of a customer's payment against another customer's invoice, even if the two customers are unrelated.
- Selecting Allow Payment of Unrelated Invoices does not require the creation of relationships.
- Relationships must be defined to share agreements.
- Customer relationships can be overridden to apply receipts to invoices of unrelated customers.

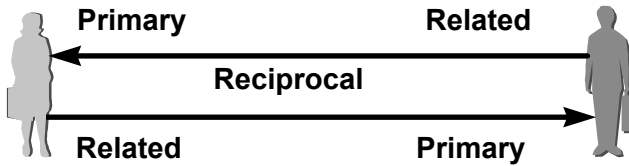
### Enabling Customers to Pay Invoices of Unrelated Customers

In the System Options window, selecting the Allow Payment of Unrelated Invoices option enables a customer to pay invoices for a customer without an existing relationship. However, the use of this option causes the Invoices LOV in Receipts to contain all invoices for all customers.

## Customer Relationship Examples

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### Customer Relationship Examples



### Reciprocal and Nonreciprocal

A reciprocal relationship allows two customers to apply payments to each others' invoices and match invoices against each others' commitments. For example, in the case of a parent company and a subsidiary, payments made by either the parent company or the subsidiary could be applied to invoices issued to the subsidiary or the parent.

A nonreciprocal relationship implies that only the primary customer can apply payments to the related customer's invoices. For example, in a situation where a parent company is the primary customer and a subsidiary is a related customer, payments made by the parent can be applied to invoices issued to the subsidiary, but payments made by the subsidiary can not be used to pay invoices issued to the parent.

## Entering Customer Information

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### Customers-Standard

Oracle Public Sector Receivables

N → Customers → Standard

Find/Enter Customers

**Find/Enter Customers**

Customer Type: **Organization**

**Customer**

Name:  Party Number:   
Account Name:  Customer Number:   
Status: **Active**

**Address**

Address:   
Address:  Site Number:   
City:  State:   
Postal Code:  County:   
Province:  Country:

**Contact**

Last Name:  First Name:  Phone:

Search Type: ☒ Exact ☐ Fuzzy

1. Enter the new customer name in the Name field and select (B) Find.



<b>CUSTOMERS-STANDARD</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
Customer Type	Person or organization.	Yes
Active Checkbox	Indicate the status of the customer by checking or unchecking this box. You cannot enter new transactions for an inactive customer, but you can process and apply payments to existing transactions.	Yes
Organization Number	System generated number.	Yes
Name	Enter a unique customer name. Name will default in from the Find/Enter Customers screen. It may be changed at this time.	Yes
Customer Number	Automatically generated when record saved.	Display Only
Alternate Name	You can only enter information in this field if the profile option AR: Customers – Enter Alternate Fields is set to Yes. Receivables also use the value you enter here to sort customer names in certain reports if the profile option AR: Sort Customer Reports by Alternate Fields is Yes.	No
Tax Registration Num	The customer's unique taxpayer registration number. This is also known as the VAT number. This is not applicable, since we do not tax. For Federal Financials, the government agency ALC must be entered here for any government customers on the IPAC system.	No
Account Name	If different than customer name.	No
Taxpayer ID	Enter the taxpayer ID, Social Security Number, as an additional reference (optional).	No

## Customer Addresses

- On the Address Tab, select (B) New. The Customer Addresses screen will appear.

**Customer Addresses - ABC TEST, [New]**

Country: United States Site Number:

Address:

Alternate Name:  City:  State:

Postal Code:  Province:  County:

EDI Location:  ☐ Identifying Address ☒ Active

Addressee:

Business Purposes Characteristics Telephones Contacts : Telephones Contacts : Roles Bank Accounts

Usage	Location	Bill To Location	Primary	Active
<input checked="" type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>

CUSTOMER ADDRESSES		
Field Name	Comments	Required?
Country	Enter the Country for this address. The default Country is United States. If it is a foreign country, verify it is listed in the Remit-to Addresses. If it is not in the Remit-To Addresses, it will cause the invoice to error out.	Yes
Site Number	System generated if automatic site numbering checkbox is checked in system options.	No
Address	In the Address field(s), enter the street address for this customer. Use country and state to determine the Remit-To address for your printed documents.	Yes
Alternate Name	Enter an Alternate Name for this address (optional). You can only enter information in this field if the profile option AR: Customers – Enter Alternate Fields is set to Yes.	No
City	Enter the customer's city.	No
State	Enter the customer's state.	No
Postal Code	Enter the customer's zip code.	No
Province	N/A, used for Canadian provincial sales tax.	No
County	Enter the customer's county.	No
EDI Location	The Electronic Data Interchange (EDI) location code for this bank.	No
Identifying Address Checkbox	Check the box if you want to designate this address as the customers identifying address. Only one identifying address is allowed per customer.	No

Active	When you create an address, its status is Active by default. You can make a customer address inactive by unchecking the Active check box in the Customer Addresses window. When you make an address inactive, you can no longer create new transactions for this address, but you can process existing transactions that use this address. AutoInvoice does not import transactions that have inactive addresses.	Yes
Address	Attention To: Field.	No

## Entering Address Level Information

### Customer Addresses

Oracle Public Sector Receivables

N → Customers → Standard → Addresses

Find/Enter Customers

1. Select the list of values in the name field. Enter customer name criteria on the Customer screen. Select (B) Find. Select the customer name from the list of values that appears and select (B) OK.

**Find/Enter Customers**

Customer Type: **Organization**

**Customer**

Name: **FEDERAL EXPRESS** Party Number: **1000**

Account Name: Customer Number: **1000**

Status: **Active**

**Address**

Address: Site Number:

Address: State:

City: County:

Postal Code: Country:

Province:

**Contact**

Last Name: First Name: Phone:

Search Type: ☒ Exact ☐ Fuzzy

Clear Find

2. Select (B) Find on the Find/Enter Customers screen that has been populated with the customer information.



**Customer Addresses - FEDERAL EXPRESS, 1000**

Country: **United States** Site Number: **1000**

Address: **PO BOX 727 DEPT 2411**

Alternate Name: City: **MEMPHIS** State: **TN**

Postal Code: **38194** Province: County:

EDI Location: ☐ Identifying Address ☒ Active

Addressee:

Business Purposes Characteristics Telephones Contacts : Telephones Contacts : Roles Bank Accounts

Usage	Location	Bill To Location	Primary	Active
Statements	1003		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ship To	1001	1000	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dunning	1002		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Bill To	1000		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	<input checked="" type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

New Open

5. Enter information the Customer Addresses window in the Business Purposes Tab.

**Note:** The minimum information required in the Business Purposes region is Bill To and Ship To. In the Usage field enter Bill To and Ship To from LOV, then (M) Action: Save. The number displayed in the Bill To line in the Location field needs to be entered on the Ship To line in the Bill To Location field, (M) Action: Save, add any other information needed and (M) Action: Save.

**Note:** If there are multiple usage sites, i.e. 3 Ship To sites, then one must be checked as the Primary Ship To site.

CUSTOMER ADDRESSES		
Business Purposes TAB		
Field Name	Comments	Required?
Usage	<b>Acknowledgments:</b> Order or delivery acknowledgement. <b>Bill To:</b> Send invoices to this address. The Bill-To address can be different from this customer's Ship-To address. <b>Bills of Lading:</b> Sends Bills of Lading to this address. <b>Credit Memos:</b> Send Credit Memos to this address. <b>Deliver To:</b> Delivery Addresses, not the same as Ship To. <b>Dunning:</b> Send your customer's dunning letters to this address. You can only define one active dunning business purpose for each customer address. The system produces one dunning letter for your dunning business purpose. If you do not define a dunning business purpose, Receivables generates a dunning letter for each of this customer's addresses that is	Yes

	<p>defined as a Bill-To business purpose when you print dunning letters.</p> <p><b>Invoices:</b> Send Invoices to this address.</p> <p><b>Legal:</b> Use this address as the customer's legal site. A legal site is responsible for all government reporting requirements.</p> <p><b>Marketing:</b> Send marketing collateral to this address.</p> <p><b>Ship To:</b> Send your goods or services to this address. The Ship-To address can be different from this customer's Bill-To address.</p> <p><b>Sold To:</b> Indicate customer if different than Ship To.</p> <p><b>Statements:</b> Send your customer's statements to this address. You can only define one active statement business purpose for each customer. Receivables produces one statement for your Statement business purpose. If you do not define a "Statement" business purpose, Receivables generates a statement for each of this customer's addresses that is defined as a Bill-To business purpose when you print statements.</p>	
Location	If Automatic Site Numbering in the System Options window is set to No, enter a Location name for this business purpose. Otherwise, the system assigns a location number when you save your work. Location names are a shorthand way for you to refer to a customer's address. For example, by naming a Ship-To address "Warehouse 10" or "Salt Lake City Office," you will be able to quickly choose the correct address when creating transactions for this customer.	Yes
Bill To Location	If you assigned a Ship To business purpose to this address, enter a Bill To Location. Valid Bill To locations include all Bill-To sites for this customer, and all Bill To sites of related parent customers. If you choose this Ship To business purpose during invoice entry, Receivables uses this address as the default Bill To address.	No (Yes if Ship To site)
Primary Checkbox	Each business purpose you choose is non-primary by default. If this is the primary business purpose for this address, check the Primary check box. You can only have one active, primary business purpose for each customer. For example, you can only have one active, primary Bill-To site per customer.	Yes
Active Checkbox	Each business purpose you choose is active by default.	Yes

6. On the "Bill To" line, select (B) Open to reach the Business Purpose Detail window.

**Business Purpose - PO BOX 727 DEPT 2411**

Details Accounts Order Management

Usage

Location

Bill To Location

Tax Code

☒ Active

Tax Registration Number

SIC Code

Payment Terms

Contact

Sales Territory

Demand Class

Agent

Charges Activity

**Internal**

Location

Organization

**Tax**

Classification

Calculation

Rounding

## Business Purpose Detail

<b>BUSINESS PURPOSE</b>		
<b>Details TAB</b>		
Field Name	Comments	Required?
Usage	The Usage that was selected on the Customer Addresses screen will default into this field.	Display Only
Location	The Location defaults in from a previous screen.	Display Only
Bill To Location	If you assigned a Ship To business purpose to this address, enter a Bill To Location. Valid Bill To locations include all Bill To sites for this customer, and all Bill To sites of related parent customers. If you choose this Ship To business purpose during invoice entry, Receivables uses this address as the default Bill To address.	No (Yes if Ship To site)
Tax Code	N/A	No
Active Checkbox	Each business purpose you choose is active by default.	Yes
Tax Registration Number	The customer's unique taxpayer registration number. This is also known as the VAT number. This is not applicable, since we do not tax.	No
SIC Code	The Standard Industry Classification (SIC) code for your business. Receivables does not validate this field.	No
Payment Terms	Receivables uses this as a default value during transaction entry. If you do not enter a value here, the payment terms default from your customer or site.	No
Contact	The primary contact person for this business purpose for this address.	No
Sales Territory	The Territory Flexfield to associate with this address.	No

	You define Territories in the Countries and Territories window.	
Demand Class	You define Demand Classes in the Demand Class window. This field is used by Oracle Manufacturing.	No
Agent	Enter a primary agent for this customer (optional). The system uses this agent as the default when you enter transactions for this customer. If the system option Require Agents is Yes, you must enter an agent when entering transactions in Receivables. You define agents in the Agents window.	No
Charges Activity	The Default Finance Charges for this activity.	No
<b>Internal Area</b>		
Location	The location of inventory for this business purpose address.	No
Organization	This field is for display only. If you associate this inventory location with an organization, the system displays the organization name in this field.	Display only
<b>Tax Area</b>		
Classification	N/A	No
Calculation	N/A	No
Rounding	N/A	No

Business Purpose - PO BOX 727 DEPT 2411

Details Accounts **Order Management**

Receivable

Revenue

Tax

Freight

Clearing

Unbilled Receivable

Unearned Revenue

Description

- Enter a default Receivable and Revenue accounting string for this Customer to default the fund, BY, BPAC, Org and Object Class. The GL will be determined by the Transaction Type chosen when entering any invoice.

<b>BUSINESS PURPOSE (continued)</b>		
<b>Accounts TAB</b>		
Field Name	Comments	Required?

Receivable	The Receivables Account for this address.	No
Revenue	The Revenue Account for this address.	No
Tax	The Tax Account for this address.	No
Freight	The Freight Account for this address.	No
Clearing	The Clearing Account for this address.	No
Unbilled Receivable	The Unbilled Receivable Account for this address.	No
Unearned Revenue	The Unearned Revenue Account for this address.	No
Description	Description for Accounts tab.	No

Business Purpose - PO BOX 727 DEPT 2411

Details Accounts **Order Management**

Order Type  Ship Partial

Price List  Freight Terms

☐ GSA FOB

Item Identifier Type  Warehouse

Request Date Type  Ship Method

Lines In ☐ Ship Sets ☐ Arrival Sets

Push Group ☐

Schedule Date  Over Shipment Tolerance

Earliest Schedule Limit  Under Shipment Tolerance

Latest Schedule Limit  Over Return Tolerance

Overship Invoice Base  Under Return Tolerance

BUSINESS PURPOSES (continued)		
Order Management TAB		
Field Name	Comments	Required?
Order Type	N/A, used by Oracle Order Entry.	No
Ship Partial	Indicates if partial shipment is acceptable.	No
Price List	N/A, used by Oracle Order Entry.	No
Freight Terms	N/A, used by Oracle Order Entry.	No
GSA	N/A, used by Oracle Order Entry	Yes
FOB	(Free on board). The point or location where the ownership title of goods is transferred from the seller to the buyer. Receivables used the Ship-To FOB and then the Bill-To FOB as the default value when you enter transactions. You can define FOB categories in the QuickCodes window with the QuickCode type "FOB".	No

Item Identifier Type	N/A, used by Oracle Order Entry.	No
Warehouse	N/A, used by Oracle Order Entry.	No
Request Date Type	N/A, used by Oracle Order Entry.	No
Ship Method	N/A, used by Oracle Order Entry.	No
Lines in Checkboxes,	<b>Ship Sets:</b> N/A, used by Oracle Order Entry. <b>Arrival Sets:</b> N/A, used by Oracle Order Entry.	No
Push Group Schedule Date Checkbox	N/A, used by Oracle Order Entry.	No
Over Shipment Tolerance	N/A, used by Oracle Order Entry.	No
Earliest Schedule Limit	N/A, used by Oracle Order Entry.	No
Under Shipment Tolerance	N/A, used by Oracle Order Entry.	No
Latest Schedule Limit	N/A, used by Oracle Order Entry.	No
Over Return Tolerance	N/A, used by Oracle Order Entry.	No
Overship Invoice Base	N/A, used by Oracle Order Entry.	No
Under Return Tolerance	N/A, used by Oracle Order Entry.	No

5. Select the Characteristics Tab.

**Customer Addresses - ABC TEST, [New]**

Country: **United States** Site Number:

Address:

Alternate Name:  City:  State:

Postal Code:  Province:  County:

EDI Location:  ☐ Identifying Address ☒ Active

Addressee:

Business Purposes | **Characteristics** | Telephones | Contacts : Telephones | Contacts : Roles | Bank Accounts

Translation:  Reference:

Language:  Territory:

Geo Override:  Category:

☒ Inside City Limits

CUSTOMER ADDRESSES		
Field Name	Comments	Required?
<b>Characteristics TAB</b>		
Translation	Enter you customers name in another language. This will be used for external documents.	No
Reference	Enter a Reference for this address (optional). If you do not enter a value in this field, the default is the unique identification number of this address. If you import customers using Customer Interface, the system displays the original system address reference for the address in this field. You cannot change this value after you save your work.	No
Language	Enter your Language of operations from the list of installed languages at your site.	No
Territory	This field will be used for a future feature.	No
Geo Override	N/A, Tax related field.	No
Category	Enter a Category for this address (optional). You define your Address Categories in the Receivables QuickCodes window.	No
Inside City limits Checkbox	Use this checkbox if customer's address is within city limits.	No

6. Save and Close the Customer Addresses screen.

## Classification

7. Select the Classification Tab.

CUSTOMERS – STANDARD		
Field Name	Comments	Required?
<b>Classification TAB</b>		
Profile Class	Receivables assigns the class “DEFAULT” to new customers, but you must choose a profile class that you have defined such as Public, 1080 Government, 1081 Government or Foreign. To modify the profile class for a previously saved customer, use the Profile: Transaction alternative region.	No
Type	The type of customer you are entering. Internal is used to track customers within your agency while External is used to track customers outside your agency. The default is External.	No
Class	A category that you have previously defined in the QuickCodes window with the QuickCode type “Customer Class” such as Federal or Non-Federal. You can classify your customers by industry, location, or size.	No
Category	A category that you have previously defined in the QuickCodes window with the QuickCode type “Categories for Customers.” This field is used for the	No

	report on Receivable Due from the Public, Schedule SF220-9.	
Tax Code	N/A	No
Tax Calculation	N/A	No
Tax Rounding	N/A	No
Sales Channel	N/A, used by Oracle Order Entry.	No
Agent	Enter a primary agent (salesperson) for this customer (optional). The system uses this agent as the default when you enter transactions for this customer. If the system option Require Agents is Yes, you must enter an agent when entering transactions in Receivables. You define agents in the Agents window.	No
DUNS Number	Customer's DUNS number.	No
Reference	If you do not enter a value in the Reference field, the default value is the customer ID. You cannot change this value after you save your work. If you import customers using Customer Interface, Receivables generates a unique customer reference for each customer.	No
SIC Code Type	Type for customer SIC code.	No
SIC Code	The Standard Industry Classification (SIC) code for your business. Receivables does not validate this field.	No

## Marketing

8. Select the Marketing Tab.

The screenshot shows the 'Customers - Standard' form with the 'Marketing' tab selected. The form contains the following fields and options:

- Customer Type:** ORGANIZATION (dropdown)
- Active:** ☒ Active
- Organization Number:** [Text Field]
- Name:** ABC TEST
- Customer Number:** [Text Field]
- Alternate Name:** [Text Field]
- Tax Registration Num:** [Text Field]
- Account Name:** [Text Field]
- Taxpayer ID:** [Text Field]
- Addresses:** [Tab]
- Classification:** [Tab]
- Order Management:** [Tab]
- Marketing:** [Active Tab]
- Telephones:** [Tab]
- Contacts : Telephones:** [Tab]
- Contacts : Roles:** [Tab]
- Number of Employees:** [Text Field]
- Year Established:** [Text Field]
- End Month:** [Dropdown]
- Analysis Year:** [Text Field]
- Revenue:**
  - Current Year:** [Text Field]
  - Next Year:** [Text Field]
- Sales Partner:** ☐
- Use as Reference:** ☐
- Competitor:** ☐
- Mission Statement:** [Text Field]

<b>CUSTOMERS – STANDARD</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
<b>Marketing TAB</b>		
Number of Employees	N/A, used by Oracle Sales and Marketing.	No
Year Established	N/A, used by Oracle Sales and Marketing.	No
End Month	N/A, used by Oracle Sales and Marketing.	No
Analysis Year	N/A, used by Oracle Sales and Marketing.	No
Sales Partner	N/A, used by Oracle Sales and Marketing.	No
Use as Reference	N/A, used by Oracle Sales and Marketing.	No
Competitor	N/A, used by Oracle Sales and Marketing.	No
Mission Statement	N/A, used by Oracle Sales and Marketing.	No
<b>Revenue Area</b>		
Current Year	N/A, used by Oracle Sales and Marketing.	No
Next Year	N/A, used by Oracle Sales and Marketing.	No

## Lab 1: Using the Standard Customer Entry Method

---

### Instructions

Your OA has just acquired a new customer named GIANT DISTRIBUTORS – XX and your lead wants you to enter all of the information relating to this customer using the Standard Customer Entry method.

GIANT DISTRIBUTORS – XX will have a primary Bill-To address and a primary Ship-to address, Dunning and Statement sites.

Add one contact, with a telephone number, per address.

**Hint:** Telephone numbers can be saved for an address as well as for individual contacts at that address.

## Lab 1 Solutions: Using the Standard Customer Entry Method

Navigate to the Customer window:

1. N → Customers → Standard → Find/Enter Customers

Find/Enter Customers

Customer Type: **Organization**

Basic | Advanced | Text

**Customer**

Name: **Giant Distributors%** ... Party Number:   
Account Name:  Customer Number:   
Status: **Active**

**Address**

Address1:  Site Number:   
Address2:  State:   
City:  County:   
Postal Code:  Country:   
Province:

**Contact**

Last Name:  First Name:  Phone:

Search Type: ☒ Exact (B) ☐ Fuzzy

2. Enter Giant Distributors% in the Customer Name field and select (B) Find.

Note: A Match Results screen will appear. If no exact match appears, select (B) Cancel.

## Lab 1 Solutions: Using the Standard Customer Entry Method

The screenshot shows the 'Find/Enter Customers' window with the 'Customer' tab selected. The 'Name' field contains 'GIANT DISTRIBUTORS -XX'. The 'Status' is set to 'Active'. A 'Decision' dialog box is displayed over the 'Address' section, indicating that no customer was found and suggesting the user press the 'New' button.

3. Enter Giant Distributors-XX in the Customer Name field and select (B) Find. A Decision box will appear. Select (B) New.

## Lab 1 Solutions: Using the Standard Customer Entry Method

Customers - Standard

Customer Type: **ORGANIZATION** ☒ Active

Name: **GIANT DISTRIBUTORS - 00**

Alternate Name:

Account Name:

Organization Number: **8164**

Customer Number: **6493**

Tax Registration Num:

Taxpayer ID: **731234567**

Addresses | **Classification** | Order Management | Marketing | Telephones | Contacts : Telephones | Contacts : Roles

Profile Class: **PUBLIC**

Class: **NON-FEDERAL**

Tax Code:

Tax Rounding:

Agent:

Reference: **8505**

SIC Code:

Type: **External**

Category: **COMMERCIAL**

Tax Calculation: **Line**

Sales Channel:

DUNS Number:

SIC Code Type:

4. Select the Classification Tab. In the Profile Class field, select the profile class appropriate for customers that are Non Gov't: Public.

## Lab 1 Solutions: Using the Standard Customer Entry Method

5. In the Class field, select Non-Federal from the LOV. This is used for finance charges (interest, penalty, and administrative charges). It is also used for FACTS reporting.
6. In the Type field, select External from LOV.
7. In the Category field, select Commercial from LOV. This field is used for the Schedule 9, Receivables Due From the Public.

Customers - Standard

Customer Type: **ORGANIZATION** ☒ Active

Name: **GIANT DISTRIBUTORS - 00**

Organization Number: **8164**

Customer Number: **6447**

Alternate Name:

Tax Registration Num:

Account Name:

Taxpayer ID:

Addresses | Classification | Order Management | Marketing | Telephones | Contacts : Telephones | Contacts : Roles

Address

**6500 S MACARTHUR, OKLA CITY, OK, OK, 73132, United States**

New Open

8. Select the Addresses Tab.
9. Select the flexfield located on the center right of the window.
10. Select the LOV Tab that appears.
11. Select [Ctrl] + [L] to view the LOV for the Eliminations Department. A Department of Eliminations Code is now required for Federal Customers. This is shown to you as an example. Since our lab customer is Public, select (B) Cancel.
12. Enter the customers Taxpayer ID number in the required field. If the customer is government, enter the ALC number in the Tax Registration Number field.

## Lab 1 Solutions: Using the Standard Customer Entry Method

13. Select (B) New.
14. Enter the street address for the Bill-To location.
15. Enter the city, state and postal code.

Customer Addresses - GIANT DISTRIBUTORS - 00, 6447

Country: **United States** Site Number: **11045**

Address: **6500 S MACARTHUR**

Alternate Name: City: **OKLA CITY** State: **OK**

Postal Code: **73132** Province: County: **OK**

EDI Location: ☒ Identifying Address ☒ Active

Addresssee:

Business Purposes | Characteristics | Telephones | Contacts : Telephones | Contacts : Roles | Bank Accounts

Usage	Location	Bill To Location	Primary	Active
<input checked="" type="checkbox"/> <b>Bill To</b>	22038		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>Dunning</b>	22040		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>Ship To</b>	22039	22038	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> <b>Statements</b>	22041		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

New Open

16. Navigate to the Business Purposes Tab.
17. In the Usage Field, select Bill-To from the LOV.
18. Select the Primary and Active checkboxes.
19. Select Ship-To from the LOV. Select the Primary and Active checkboxes.
20. Repeat steps 15 though 17 for Statements and Dunning usage.
21. Save record so the system will assign location numbers.
22. Enter the Bill-To location number in the Ship-To line.

## Lab 1 Solutions: Using the Standard Customer Entry Method

23. Optionally, place your cursor on the Bill-To line and select (B) Open. Select the Accounts Tab and set up a default Receivable and Revenue distribution line for this customer. This will be used by Auto Accounting when creating any invoices for this customer but can be overwritten if necessary. Close this form.

The screenshot displays the 'Customers - Standard' form. At the top, the 'Customer Type' is set to 'ORGANIZATION' and 'Active' is checked. The 'Name' field contains 'GIANT DISTRIBUTORS - 00'. The 'Organization Number' is '8164' and the 'Customer Number' is '6483'. The 'Tax Registration Num' is empty and the 'Taxpayer ID' is '731234567'. Below these fields are tabs for 'Addresses', 'Classification', 'Order Management', 'Marketing', 'Telephones', 'Contacts : Telephones', and 'Contacts : Roles'. The 'Contacts : Roles' tab is selected. In the 'Contact Name' section, the first row is highlighted with 'BREWSTER' in the Last field, 'AMY' in the First field, 'Mrs.' in the Title field, and '1481' in the Number field. The 'Active' checkbox is checked. In the 'Contact Roles' section, the first row is highlighted with 'Bill To' in the Description field and the 'Primary' checkbox is checked.

24. Select the Contacts: Roles Tab.
25. Enter the data in the Contact Name area. Note that a list of values is available for the Contact Name Title description. Enter last and first names of your choice and tab to the Title field and select a title from the LOV.
26. In the Contact Roles Tab, select Bill-To from the Description LOV. Select the Primary checkbox.

## Lab 1 Solutions: Using the Standard Customer Entry Method

Customer Addresses - GIANT DISTRIBUTORS - 00, 6447

Country: **United States** Site Number: **11045**

Address: **6500 S MACARTHUR**

Alternate Name: City: **OKLA CITY** State: **OK**

Postal Code: **73132** Province: County: **OK**

EDI Location: ☒ Identifying Address ☒ Active

Addressee:

Business Purposes Characteristics Telephones **Contacts : Telephones** Contacts : Roles Bank Accounts

Contact Name								Number	Job	Reference	Active
Last	First	Title	Number	Job	Mail Stop	Reference	Email				
BREWSTER	AMY	Mrs.	1481			6059		<input checked="" type="checkbox"/>			
								<input type="checkbox"/>			
								<input type="checkbox"/>			

Contact Telephones							Primary	Active
Country Code	Area Code	Telephone Number	Extension	Type				
1	(405)	954-1371		General		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
						<input type="checkbox"/>	<input type="checkbox"/>	
						<input type="checkbox"/>	<input type="checkbox"/>	

27. Select the Contacts: Telephones Tab to enter telephone numbers for the contact you have created. When entering contact telephones information, select General from the Type LOV. Select the primary checkbox.
28. Select the Alternative Region Tab and select Profile Transaction. Verify that the Profile Class defaults in correctly and the Terms and Receipt areas match the type customer (Public=30 days, Foreign=60 days). Do not leave the collector as Default. This is a generic collector for the entire Department of Transportation that prints on your Dunning Letters and will have a generic phone number. Enter a valid collector for your agency.
29. Select the Profile: Document Printing Tab to verify that information has defaulted in correctly. (Dunning Letter set=Public), (Charge Interest=Yes), (Days in Period=30), (Statement cycle=Monthly)
30. Save record and return to the Navigator Screen.

## Summary

---

### Summary

- Enter customer information at the customer and address levels to match a customer's organization.
- Create multiple addresses for a customer and assign one or more business purposes to each address.
- Enter customer data in two possible ways: Standard Customer Entry and Customer Interface.
- Create customer relationships to control commitments and the application of payments.

# **Reviewing Customer Information**

## **Chapter 4**

## Reviewing Customer Information

---

### **Section Objectives**

At the end of this section, you should be able to:

- Find and review information about specific customers
- Generate reports that include customer information

## Overview

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### Overview

With Receivables you can:

- Review customer data online
- Search for specific customer information
- Query summary or detail levels of information
- Generate reports using the standard report submission window

## Using Receivables Workbenches

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### Using Receivables Workbenches

- Customer
- Transaction
- Receipts
- Collections

### Workbenches

Workbenches are windows that can be used for several purposes. The following workbenches are used to review customer information online.

Name	Item Detail	Details Displayed
Customer	Name, customer number, address, telephone number, contact information, profile class, relationships, payment methods	By customer
Transaction	Invoices, credit memos, debit memos, on-account credits	By transaction
Receipts	Receipts, remittance bank accounts, currencies, application rules, reversals, statements	By individual receipt transaction
Collections	Customer calls, customer account details, customer account history, transaction information for selected transactions.	Navigate to details displayed for selected customer; then view details

# Finding Customers

## Find Customers

You can find customers using either the Customer - Standard or Customer - Summary window. Entering criteria will allow you to search for customers matching specified values that have been entered into the appropriate attribute fields.

## Customers-Standard

Oracle Public Sector Receivables

N → Customers → Standard

Find/Enter Customers

Find/Enter Customers

Customer Type: **Organization**

Basic | Advanced | Text

**Customer**

Name:  Party Number:   
Account Name:  Customer Number:   
Status: **Active**

**Address**

Address:  Site Number:   
Address:  State:   
City:  County:   
Postal Code:  Country:   
Province:

**Contact**

Last Name:  First Name:  Phone:

Search Type: ☒ Exact ☐ Fuzzy

Clear Find

1. On the Find/Enter Customer's screen, select Customer Name from the list of values. A customer screen will appear. Enter criteria in the Find field and select (B) Find.

Find/Enter Customers

Customer Type: **Organization**

Basic | **Advanced** | Text

**Customer**

Name:  Party Number:

Account Name:

**Address**

Address:

Address:

City:

Postal Code:

Province:

**Contact**

Last Name:

Search Type: ☒ Exact ☐ Fuzzy

**Find FED%**

Customer Name	Number	Taxpayer ID	Tax Registration Num...	Organization Num...
FED RETIREMENT THRIFT INVE BD	3224	OST101378	26000001	3224
FED RETIREMENT THRIFT INVESTMENT B...	3810	47000016	47000016	3810
FEDERAL ADMINISTRATIVE LAW JUDGES	4186	237126788		4186
FEDERAL AVIATION ADM	3077	OST101380	69011104	3077
FEDERAL AVIATION ADMINISTRATIO(002)	1300	OST101325	69001104	1300
FEDERAL AVIATION ADMINISTRATIO(012)	2560	730588975	69001104	2560
FEDERAL AVIATION ADMINISTRATION (0...	4313	730588975	69001104	4313
FEDERAL AVIATION ADMINISTRATION (0...	4110	730588975	69001104	4110
FEDERAL AVIATION ADMINISTRATION (0...	4182	730588975	69001104	4182
FEDERAL BUREAU OF INVESTIGATION(001)	1326	OST101326		1326
FEDERAL BUREAU OF PRISONS	3316	OST101384	15100900	3316
FEDERAL BUREAU OF PRISONS 0906020...	4600		15100900	4600
FEDERAL DEPOSIT INSURANCE CORP	3024	OST101389	51000001	3024
FEDERAL EMERGENCY MANAGEMENT AG...	2564	521227911	99999999	2564
FEDERAL EMERGENCY MANAGEMENT AG...	2804			2804
FEDERAL EMERGENCY MANAGEMENT AG...	3035	OST101380	50000001	3035

OK Cancel Find

- Select the Customer Name desired from the list of values and select (B) OK.

Find/Enter Customers

Customer Type: **Organization**

Basic | **Advanced** | Text

**Customer**

Name: **FED RETIREMENT THRIFT INVE BD** Party Number: **3224**

Account Name:  Customer Number: **3224**

Status: **Active**

**Address**

Address:

Address:

City:

Postal Code:

Province:

Site Number:

State:

County:

Country:

**Contact**

Last Name:  First Name:  Phone:

Search Type: ☒ Exact ☐ Fuzzy

Clear Find

- [illegible]

- Customers - Standard**

Customer Type	<b>ORGANIZATION</b>	<input checked="" type="checkbox"/> Active	Organization Number	3224
Name	FED RETIREMENT THRIFT INVE BD		Customer Number	3224
Alternate Name			Tax Registration Num	26000001
Account Name			Taxpayer ID	OST101378

[ 26 ]

Addresses | Classification | Order Management | Marketing | Telephones | Contacts : Telephones | Contacts : Roles

---

Address

<input checked="" type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

New Open

5. The Customers-Standard screen will appear with the requested customer information.

<b>CUSTOMERS – STANDARD</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
Customer Type	Type will be either Organization or Person.	Display Only
Active Checkbox	A customer's status is either active or inactive and indicated by the checkbox. If the checkbox is checked the status is active.	Display Only
Organization Number	This is a unique number associated with the customer.	Display Only
Name	A unique customer name.	Display Only
Customer Number	This is a unique number associated with the customer.	Display Only
Alternate Name	Alternate name for the customer.	No
Tax Registration Number	The customer's unique taxpayer registration number. This is also known as the VAT number. This is not applicable, since we do not tax. For Federal Financials, the government agency ALC is the number that will appear here for any government customer on the IPAC system.	Display Only
Taxpayer ID	The taxpayer's identification number is indicated in this box.	Display Only
<b>Addresses TAB</b>		
Address	Customer address	Display Only
<b>Classification TAB</b>		
Profile Class	Receivables assigns the profile class 'Default' to new customers, but you can choose any profile class. To update the profile class assigned to this customer, use the Profile:Transaction tab.	Display Only
Type	Type is either Internal or External. Internal is used to track customers within your agency while External is used to track customers outside your agency.	Display Only
Class	A category that you have previously defined in the QuickCodes with the Quickcode type 'Customer Class'	Display Only
Category	A category that was previously defined in the QuickCodes window with the Quickcode type "Categories for Customers."	Display Only
Tax Code	Not Used.	No
Tax Calculation	Not Used.	No
Tax Rounding	Not Used.	No
Sales Channel	Not Used.	No
Agent	If the system option Require Agents is yes, you must enter an agent when entering transactions in Receivables.	No

	DOT has not selected Require Agents so this field is not used.	
DUNS Number	DUNS Registration number.	No
Reference	Populated by system.	Yes
SIC Code Type	SIC type.	No
SIC Code	Standard Industry Classification code for the customer.	No
<b>Order Management TAB</b>		
Order Type	N/A used by Oracle order entry.	No
Ship Partial	N/A used by Oracle order entry.	No
Price List	N/A used by Oracle organization.	No
Freight Terms	N/A used by Oracle organization.	No
GSA	N/A used by Oracle organization.	No
FOB	N/A used by Oracle organization.	No
Item Identifier Type	N/A used by Oracle organization.	No
Warehouse	N/A used by Oracle organization.	No
Request Date Type	N/A used by Oracle organization.	No
Ship Method	N/A used by Oracle organization.	No
Lines In	Ship Sets checkbox or Arrival Sets checkbox.	No
Push Group Schedule Date	N/A used by Oracle organization.	No
Over Shipment Tolerance	N/A used by Oracle organization.	No
Under Shipment Tolerance	N/A used by Oracle organization.	No
Latest Schedule Limit	N/A used by Oracle organization.	No
Over Return Tolerance	N/A used by Oracle organization.	No
Overship Invoice Base	N/A used by Oracle organization.	No
Under Return Tolerance	N/A used by Oracle organization.	No
<b>Marketing TAB</b>		
Number of Employees	N/A used by Oracle order entry.	No
Year Established	N/A used by Oracle order entry.	No
End Month	N/A used by Oracle order entry.	No
Analysis Year	N/A used by Oracle order entry.	No
<b>Revenue Area</b>		
Current Year	N/A used by Oracle order entry.	No
Next Year	N/A used by Oracle order entry.	No
Mission Statement	N/A used by Oracle order entry.	No
<b>Telephone TAB</b>		
Area Code	Customer area code.	No
Telephone Number	Customer phone number.	Yes
Extension	Customer extension.	No
Type	General, fax, etc.	Yes
Primary Checkbox	Primary indicator.	No
Active Checkbox	Active indicator.	No
<b>Contacts: Telephones TAB</b>		
<b>Contact Name Area</b>		
Last	Contact last name.	Yes
First	Contact first name.	No

Title	Contact title.	No
Number	Contact number.	No
Job	Contact job.	No
Mail Stop	Contact mail stop.	No
Reference	Contact reference.	No
Email	Contact e-mail.	No
Active Checkbox	Active indicator.	No
<b>Contact Telephones Area</b>		
Area Code	Contact area code.	No
Telephone Number	Contact number.	No
Extension	Contact extension.	No
Type	Contact general, fax, etc.	No
Primary Checkbox	Primary indicator.	No
Active Checkbox	Active indicator.	No
<b>Contact: Roles TAB</b>		
Description	Area of contact.	No
Primary	Primary indicator.	No

**Customers - Standard**

Customer Type: **ORGANIZATION** ☒ Active Organization Number: **3224**

Name: **FED RETIREMENT THRIFT INVE BD** Customer Number: **3224**

Alternate Name: Tax Registration Num: **26000001**

Account Name: Taxpayer ID: **OST101378**

[ 26 ]

Contacts : Telephones Contacts : Roles Bank Accounts Payment Methods Profile : Transaction

Account Name	Account Number	Curr	Primary	Effective Dates	
				From	To
			<input type="checkbox"/>	06-JUL-2001	
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		
			<input type="checkbox"/>		

Branch Name: Branch Number:

Bank Name: Bank Number:

<b>CUSTOMERS – STANDARD</b>		
Field Name	Comments	Required?
<b>Bank Accounts TAB</b>		
Account Name	Name of customer account.	No
Account Number	Number of customer account.	No
Curr	Currency of customer account.	No
Primary Checkbox	Primary indicator.	No

<b>Effective Dates Area</b>		
From	From date.	No
To	To date.	No
Branch Name	Name of branch.	No
Branch Number	Number of branch.	No
Bank Name	Name of bank.	No
Bank Number	Number of bank.	No
<b>Payment Methods TAB</b>		
Payment Method Name	Name of method.	No
Primary Checkbox	Primary indicator.	No
<b>Effective Dates Area</b>		
From	From date.	No
To	To date.	No
<b>Profile: Transaction TAB</b>		
Profile Class	Defined profile class or default.	No
<b>Credit Area</b>		
Collector	Assigned collector.	No
Account Status	Assigned status.	No
Credit Rating	Assigned rating.	No
Tolerance	Assigned tolerance.	No
Collectable	Percent collectable.	No
Risk Code	Assigned risk.	No
Credit Check Checkbox	Credit check indicator.	No
Credit Hold (B) Checkbox	Credit hold indicator.	No
<b>Terms Area</b>		
Payment Terms	Assigned terms.	No
Override Terms Checkbox	Override indictor.	No
Allow Discount (G) Checkbox	Allow discount indicator.	No
Discount Grace Days	Number of discount grace days.	No
Receipt Grace Days	Number of receipt grace days.	No
<b>Receipts Area</b>		
Clearing Days	Number of clearing.	No
Match Receipts By	Method of receipt matching.	No
AutoCash Rule Set	System default.	Yes
Remainder Rule Set	N/A not used at this time.	No
AutoReceipts Include Disputed Items (J) Checkbox	N/A not used at this time.	No

**Customers - Standard**

Customer Type: **ORGANIZATION** ☒ Active  
 Name: **FED RETIREMENT THRIFT INVE BD**  
 Alternate Name:   
 Account Name:   
 Organization Number: **3224**  
 Customer Number: **3224**  
 Tax Registration Num: **26000001**  
 Taxpayer ID: **OST101378**

[ 26 ]

Payment Methods Profile : Transaction Profile : Document Printing Profile : Amounts Relationships

**Statements**  
☐ Send Statement (K)  
☐ Send Credit Balance (Q)  
 Cycle:   
**Finance Charges**  
☐ Charge Interest (X)  
☐ Compound Interest (Y)  
 Days In Period:   
**Dunning**  
☒ Send Letters (Z)  
 Letter Set: **GOVERNMENT**  
**Invoicing**  
 Tax Printing: **Total Tax Only**  
 Grouping Rule: **DEFAULT**  
**Consolidated Billing Formats**  
☐ Enable  
 Type:   
 [ ] [ ] [ ]

CUSTOMERS – STANDARD		
Field Name	Comments	Required?
<b>Profile: Document Printing TAB</b>		
<b>Statements Area</b>		
Send Statement (K) Checkbox	Check to send statement.	No
Send Credit Balance (Q) Checkbox	Check to include credit balance statement.	No
Cycle	System defaults to monthly.	No
<b>Finance Charges Area</b>		
Charge Interest (X) Checkbox	Check to charge interest.	No
Compound Interest (Y) Checkbox	Check to charge compound interest.	No
Days In Period	Days in billing period.	No
<b>Dunning Area</b>		
Send Letters (Z) Checkbox	Check to send Dunning Letters.	No
Letter Set	Dunning Letter type.	No
<b>Invoicing Area</b>		
Tax Printing	N/A not used.	No
Grouping Rule	System assigns default.	Yes
<b>Consolidated Billing Formats Area</b>		
Enable Checkbox	Check to use consolidated billing.	No
Type	System defaults to detail.	No
<b>Profile: Amounts TAB</b>		

<b>Currency Rates and Limits Area</b>		
Finance Charges Interest Rate	Interest date to be calculated.	No
Max Interest Per Invoice	Interest limit per invoice.	No
Min Customer Balance For Finance Charges	Minimum account balance necessary to calculate finance charges.	No
Min Invoice Balance For Finance Charges	Minimum invoice balance to receive finance charges.	No
Min Receipt Amount	Minimum required to generate automatic receipts.	No
Min Statement Amount	Minimum customer balance required to generate a statement.	No
Min Dunning Amount	Minimum customer balance required to generate a Dunning Letters.	No
Min Dunning Invoice Amount	Minimum invoice balance required to generate Dunning Letters.	No
Credit Limit	Maximum credit limit for this customer.	No
Order Credit Limit	Maximum amount of individual order.	No
<b>Relationships TAB</b>		
<b>Related Customer Area</b>		
Name	Name of other customers related to this customer.	No
Number	Number of other customers related to this customer.	No
Bill To Checkbox	Check to activate Bill To.	No
Ship To Checkbox	Check to activate Ship To.	No
Active Checkbox	Check to activate related customer.	No
Reciprocal Checkbox	Check if relationship is reciprocal.	No
Type	Informational field will default or can be defined.	No
Comment	Information about this customer or relationship.	No

## Customers-Summary

## Oracle Public Sector Receivables

N→ Customers → Summary

Customers Summary

The screenshot shows the 'Customers - Summary' window in Oracle Public Sector Receivables. The window has a title bar with 'NEW' and 'Customers - Summary'. Below the title bar is a table with four columns: 'Customer Type', 'Customer Name', 'Prefix', and 'First Name'. The 'Customer Type' column has a dropdown menu with 'Organization' selected. The 'Prefix' column shows 'Mr.'. The 'Customer Name' and 'First Name' columns are empty. Below the table are four buttons: 'Relationships', 'Addresses', 'New', and 'Open'.

Customer Type	Customer Name	Prefix	First Name
Organization		Mr.	

Relationships    Addresses    New    Open

1. Select (M) View/Query By Example/Enter.

**Customers - Summary**

Customer Type	Customer Name	Prefix	First Name
Organization			

Relationships    Addresses    New    Open

- In the Customer Name field, enter criteria for your search and either select (M) View/Query By Example/Run or ctrl/F11.

**Customers - Summary**

Customer Type	Customer Name	Prefix	First Name
Organization	FED RETIREMENT THRIFT INV		
Organization	FED RETIREMENT THRIFT INV		
Organization	FEDERAL ADMINISTRATIVE L		
Organization	FEDERAL AVIATION ADM		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL AVIATION ADMINIS		
Organization	FEDERAL BUREAU OF INVEST		
Organization	FEDERAL BUREAU OF PRISON		
Organization	FEDERAL BUREAU OF PRISON		

Relationships    Addresses    New    Open

3. Select the Customer Name you would like to view and select (B) Open.

The screenshot shows the Oracle Customers application window. The title bar reads 'Customers'. The main form contains the following fields:

- Customer Type: ORGANIZATION (dropdown menu)
- Active: ☒ (checkbox)
- Organization Number: 3224 (text field)
- Name: FED RETIREMENT THRIFT INVE BD (text field, highlighted in blue)
- Customer Number: 3224 (text field)
- Alternate Name: (empty text field)
- Tax Registration Num: 26000001 (text field)
- Account Name: (empty text field)
- Taxpayer ID: OST101378 (text field)

Below the form is a tabbed interface with the following tabs: Addresses, Classification, Order Management, Marketing, Telephones, Contacts : Telephones, and Contacts : Roles. The 'Addresses' tab is currently selected. Below the tabs is a table with the following columns:

Address

A 'New' button is located at the bottom right of the table.

4. The Customers screen will appear with the requested customer information.

The Customers and Customers-Standard screens are the same and contain the same information. Refer to the grids and screenshots under the Customer-Standard section.

## Common Attributes

---

### Common Attributes

Business Scenario	Attributes
Find all customers assigned to a profile class.	Search by profile class.
Review detailed information about customer.	Search by using customer name or number.

## Reviewing Customer Information Reports

---

### Accounting Reports

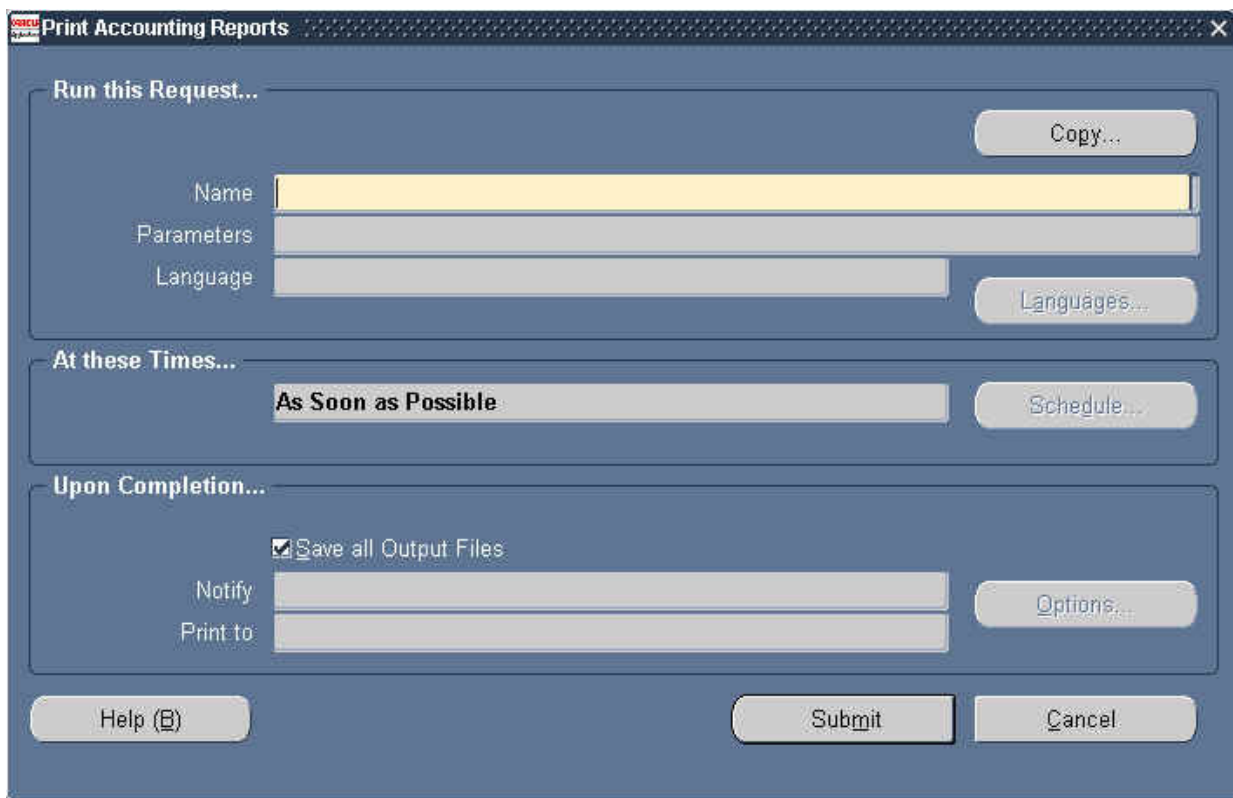
Oracle Public Sector Receivables

N → Reports → Accounting

Submit a New Request



1. Select Single Request and (B) OK.



**Print Accounting Reports**

Run this Request...

Name

Parameters

Language

Copy...

Languages...

At these Times...

As Soon as Possible

Schedule...

Upon Completion...

☒ Save all Output Files

Notify

Print to

Options...

Help (B) Submit Cancel

2. Select the LOV in the Name field. Enter selection criteria in the Find field.



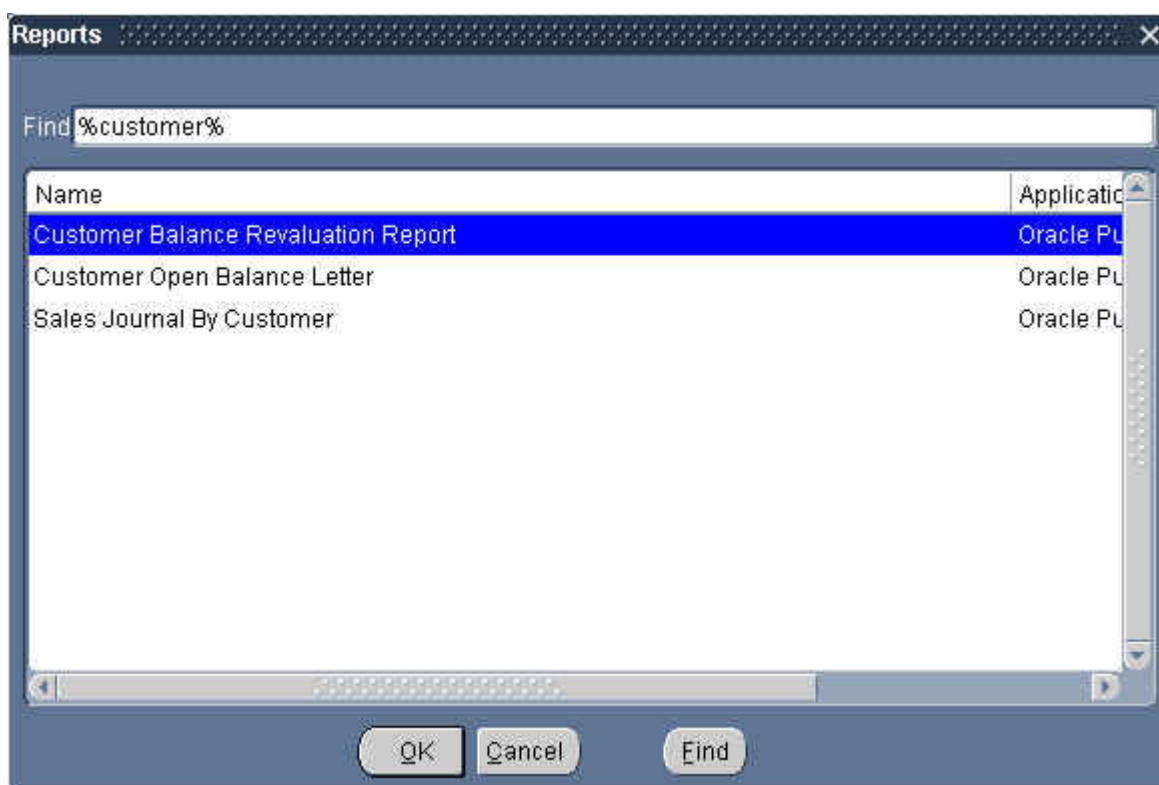
**Reports**

Find %customer%

Name	Application
AR Reconciliation Report	Oracle PU
Account Status Report	Oracle PU
Adjustment Approval Report	Oracle PU
Adjustment Register	Oracle PU
Aging - 7 Buckets - By Account Report	Oracle PU
Applied Receipts Register	Oracle PU
Applied Receipts Register (Obsolete)	Oracle PU
Automatic Receipt Batch Management Report	Oracle PU
Automatic Receipts Awaiting Confirmation	Oracle PU
Bad Debt Provision Report	Oracle PU
Bank Risk Report	Oracle PU

OK Cancel Find

3. Select (B) Find.



REPORTS	
Report	Description
Customer Balance Revaluation Report	Use this report to identify customers with credit (negative) balances.
Customer Open Balance Letter	Use this report to periodically inform your customers of open balances.
Sales Journal by Customer	Use this report to review all transactions. The summary totals for the sales journal are by Posting Status, Company, and Transaction Currency.

4. Select desired report and (B) OK.

## Collections Reports

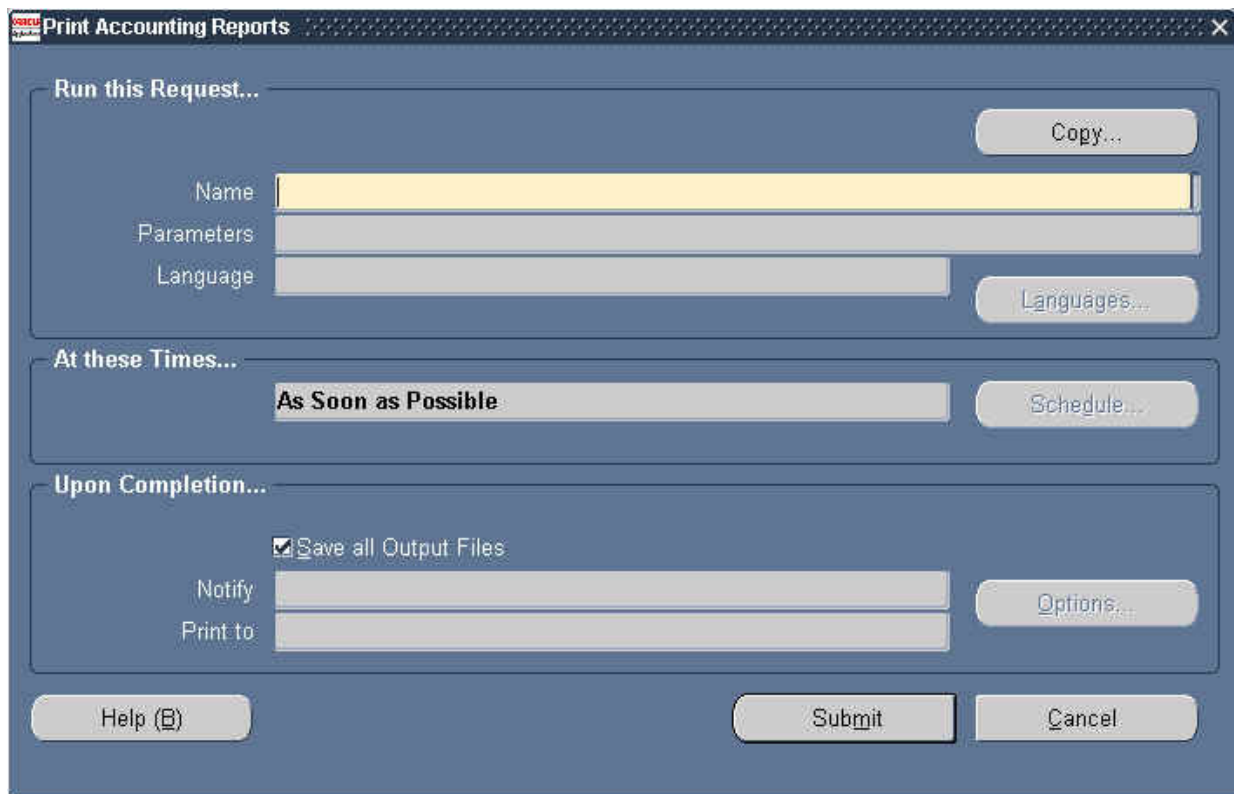
Oracle Public Sector Receivables

N→Reports→Collections

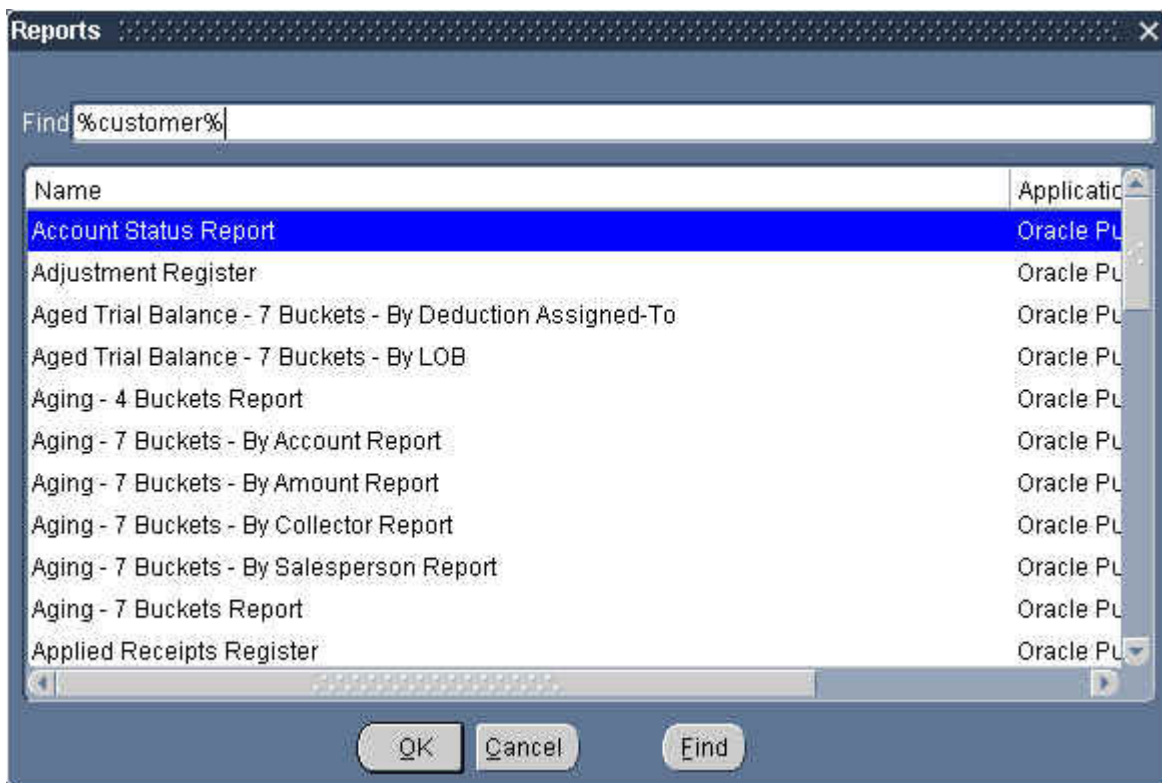
Submit a New Request



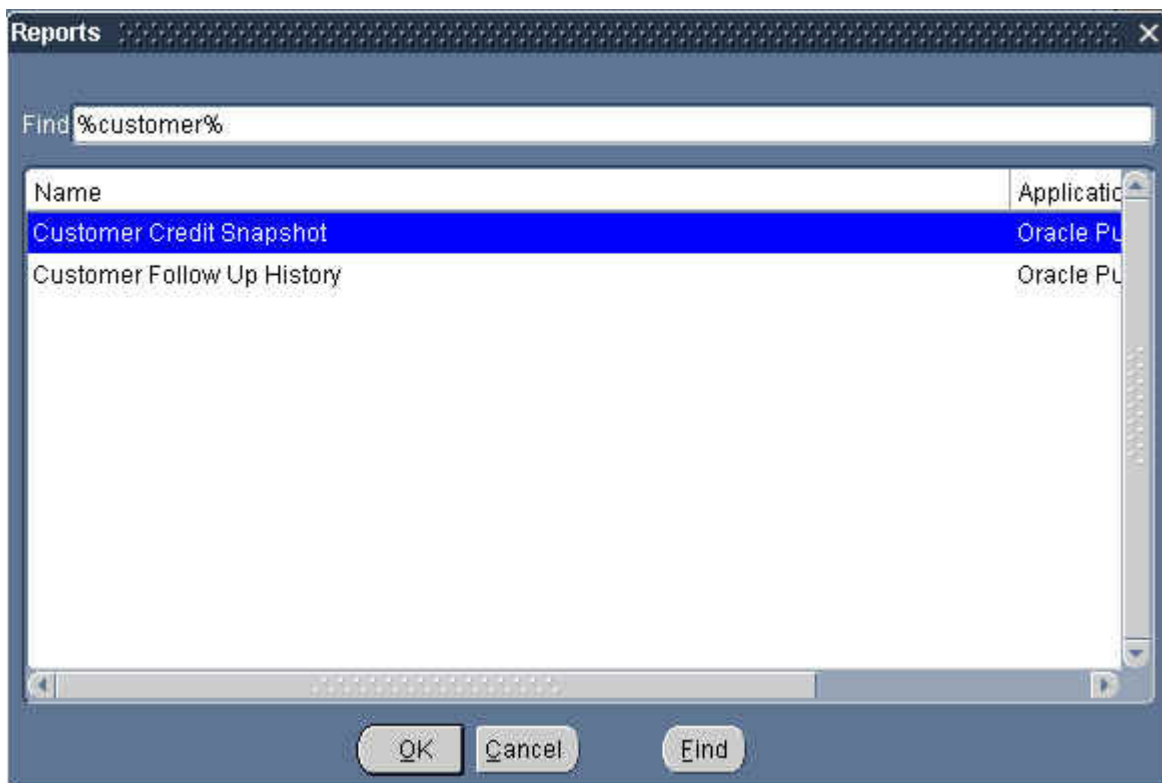
1. Select Single Request and (B) OK.



2. Select the LOV in the Name field. Enter selection criteria in the Find field.



3. Select (B) Find.



## REPORTS

Report	Description
Customer Credit Snapshot	Use this report to see an overview of your customer's credit history. This report provides aging, customer credit history, and a brief look at the last transactions Receivables recorded for this customer.
Customer Follow Up History	Use this report to review a history of collection calls for each customer and see what further action to take as a result of a previous call. You can view the call topics, promise dates, and collector comments for follow up calls for the date range you specify. Use the Payment Promises report to see what your customers promised in more detail.

4. Select desired report and (B) OK.

## Listing Reports

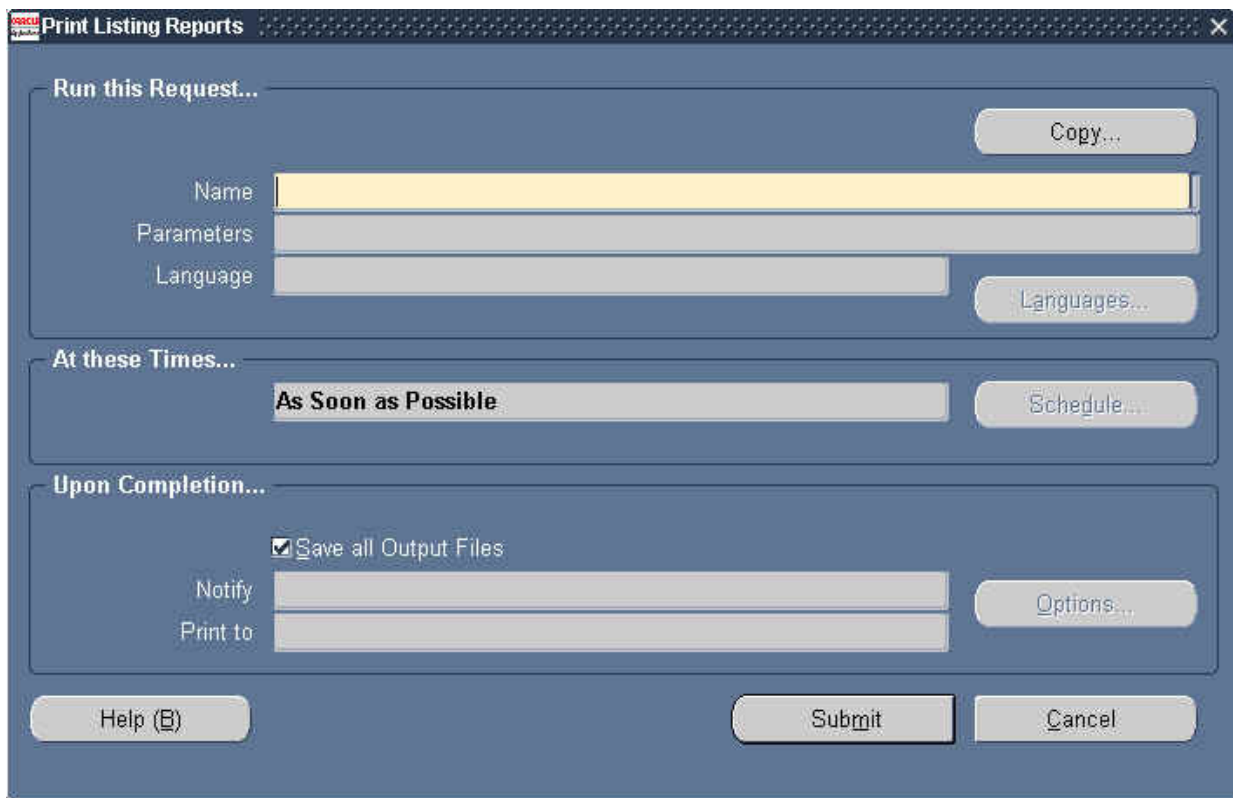
Oracle Public Sector Receivables

N→Reports→Listing

Submit a New Request



1. Select Single Request and (B) OK.



**Print Listing Reports**

Run this Request... Copy...

Name

Parameters

Language  Languages...

At these Times... As Soon as Possible Schedule...

Upon Completion... ☒ Save all Output Files

Notify  Options...

Print to

Help (B) Submit Cancel

2. Select the LOV in the Name field. Enter selection criteria in the Find field.



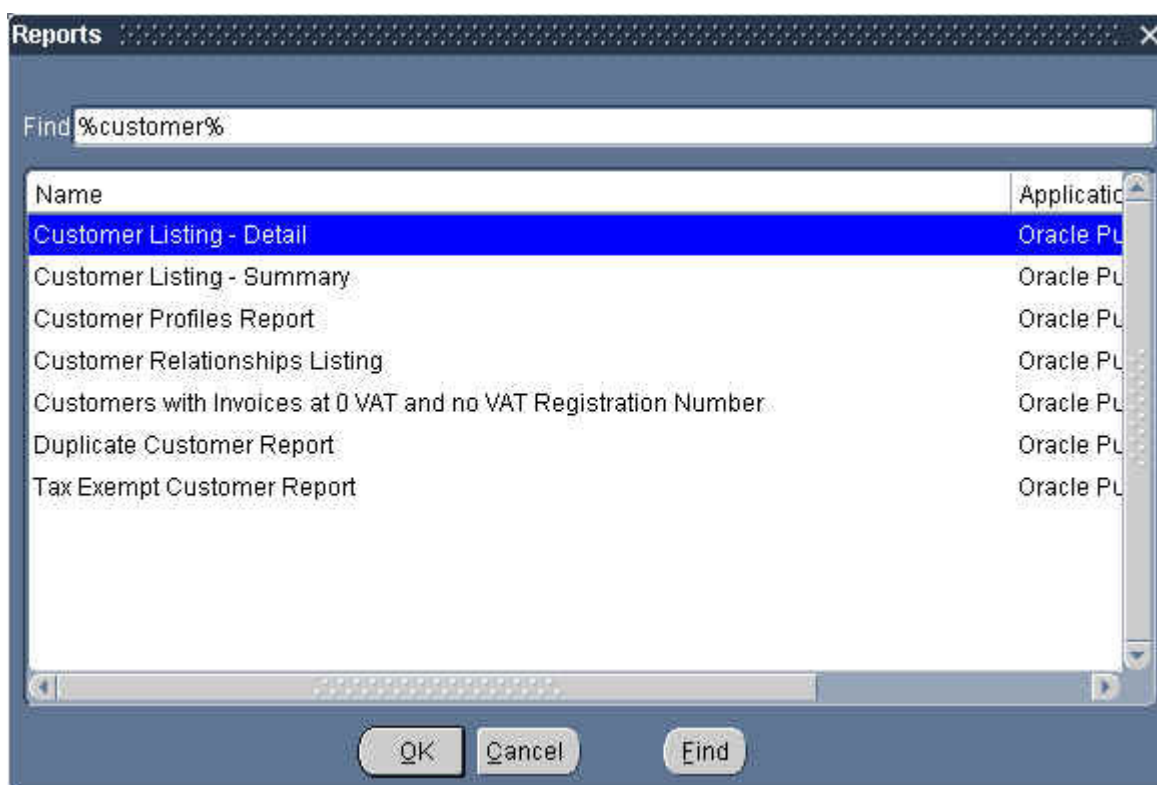
**Reports**

Find

Name	Application
Accounting Rules Listing Report	Oracle PU
AutoCash Rules	Oracle PU
Customer Listing - Detail	Oracle PU
Customer Listing - Summary	Oracle PU
Customer Profiles Report	Oracle PU
Customer Relationships Listing	Oracle PU
Customers with Invoices at 0 VAT and no VAT Registration Number	Oracle PU
Duplicate Customer Report	Oracle PU
European Sales Listing	Oracle PU
Incomplete Invoices Report	Oracle PU
Ordering And Grouping Rules Listing	Oracle PU

OK Cancel Find

3. Select (B) Find.



REPORTS	
Report	Description
Customer Listing – Detail	Use the Customer Listing Detail report to review detail customer information entered for each customer.
Customer Listing – Summary	Use the Customer Listing Summary report to review summary information about your customers. You can view customer name, customer number, status, and any addresses and site uses you entered for your customers.
Customer Profiles Report	Use this report to review customer profile information assigned to each customer or customer site. You can also review any changes made to your existing customer profiles in the Customer Profile Classes window.
Customer Relationships Listing	This report lets you review all customer relationships that have been defined. This report includes the name and number of the primary and related customers, whether the relationship is reciprocal, and any comments. The report lists all active relationships first followed by the inactive ones.
Customers with Invoices at 0 VAT and no VAT Registration Number	N/A, not used at this time.
Duplicate Customer Report	Use the Duplicate Customer Report to highlight possible duplicate customers. The Duplicate Customer Report lists the company or agency name, address, location, city, state, postal code, and country. Receivables groups possible duplicate customer information together for you to review. Use this information to consolidate duplicated customer information.
Tax Exempt Customer	N/A, not used at this time.

Report	
--------	--

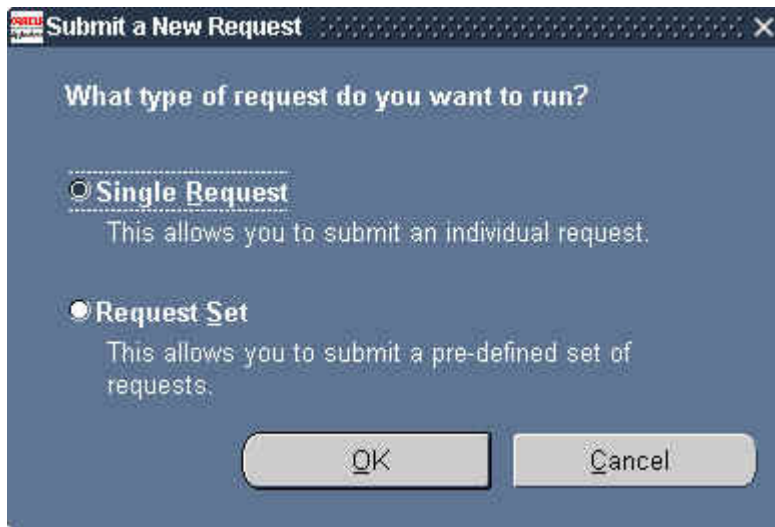
4. Select desired report and (B) OK.

## Other Reports

Oracle Public Sector Receivables

N→Reports→Others

Submit a New Request



1. Select Single Request and (B) OK.

**Print Other Reports**

Run this Request...

Name

Parameters

Language

At these Times...

**As Soon as Possible**

Upon Completion...

☒ Save all Output Files

Notify

Print to

2. Select the LOV in the Name field. Enter selection criteria of %customer% in the Find field. The Supplier Customer Netting Report defaults into the Name field.

**Print Other Reports**

Run this Request...

Name **Supplier Customer Netting Report**

Parameters

Language **American English**

At these Times...

**As Soon as Possible**

Upon Completion...

☒ Save all Output Files

Notify

Print to **anf2\_124\_ps**

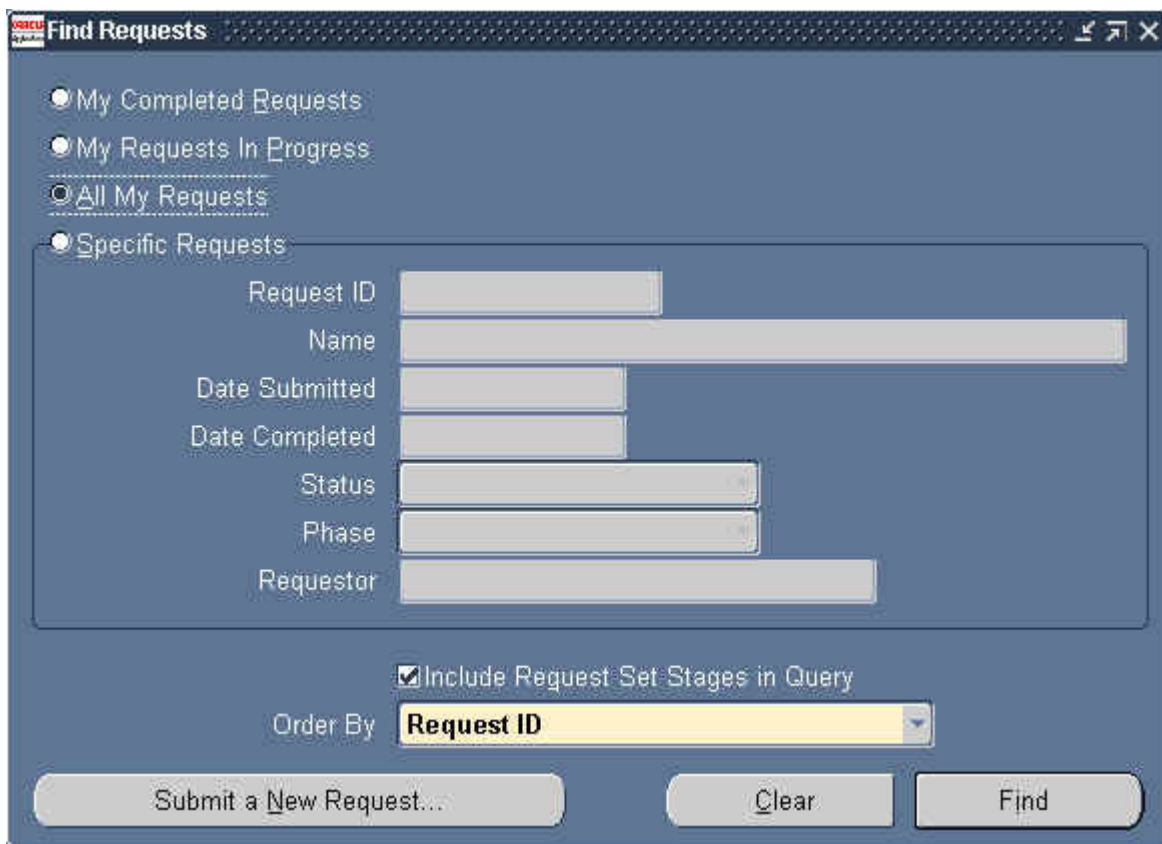
A Parameters screen will appear at the same time as the Reports screen.

3. Select Join Criteria from LOV. Select (B) OK. On the Parameters screen select (B) OK.

REPORTS	
Report	Description
Supplier Customer Netting Report	This report displays the net balance in Oracle Payables and Oracle Receivables for any Vendors and Customers who have the same name, NIF Code, or VAT Registration. The Supplier Customer Netting report will show a transaction listing and total balance for Receivables and Payables where the transactions are in the selected currency and for the selected range of customers or vendors. The report will calculate a net amount owed where a customer and vendor exist, with exactly the same name. This amount will be calculated as Receivables minus Payables.

## View Reports

1. After selecting and submitting a report, select (M) View: Requests.



**Find Requests**

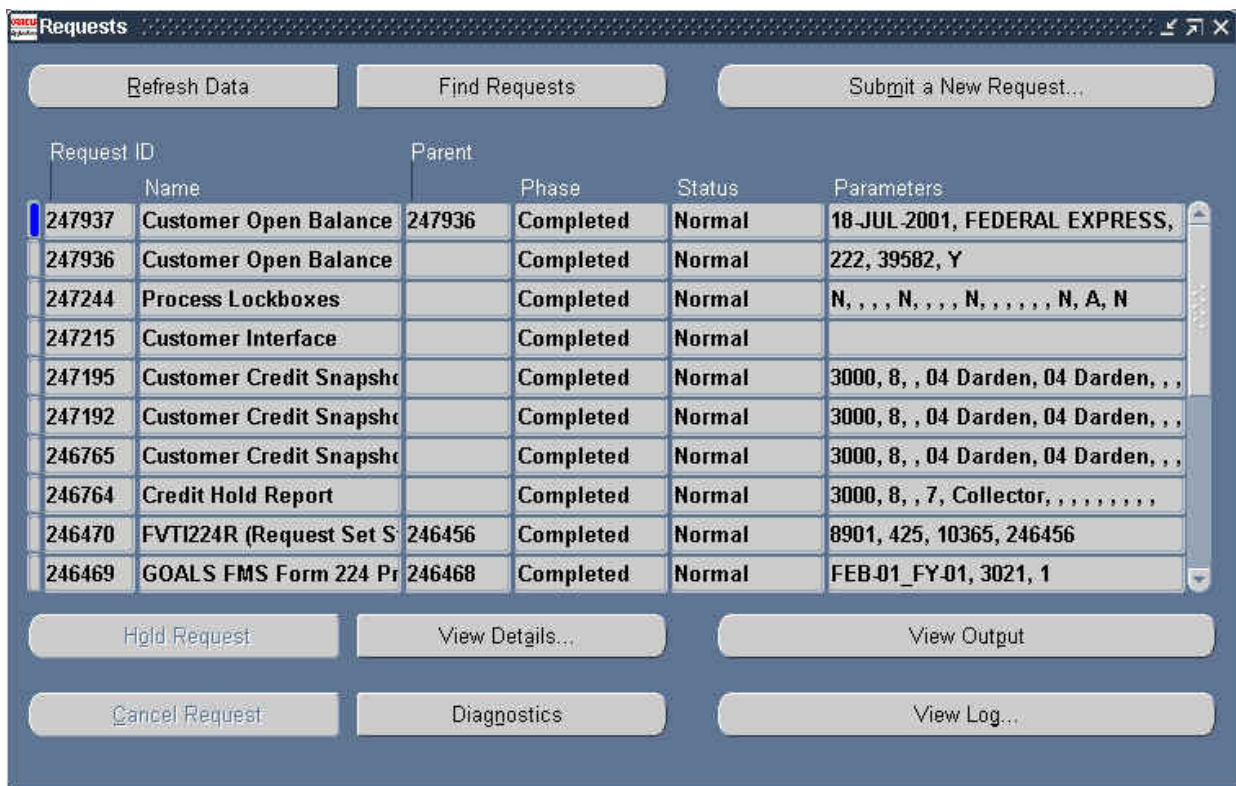
☒ My Completed Requests  
☐ My Requests In Progress  
☐ All My Requests  
☒ Specific Requests

Request ID:   
 Name:   
 Date Submitted:   
 Date Completed:   
 Status:   
 Phase:   
 Requestor:

☒ Include Request Set Stages in Query  
 Order By: **Request ID**

Submit a New Request... Clear Find

2. Select (B) Find in the Find Requests window.



**Requests**

Refresh Data Find Requests Submit a New Request...

Request ID	Name	Parent	Phase	Status	Parameters
247937	Customer Open Balance	247936	Completed	Normal	18-JUL-2001, FEDERAL EXPRESS,
247936	Customer Open Balance		Completed	Normal	222, 39582, Y
247244	Process Lockboxes		Completed	Normal	N, , , , N, , , , N, , , , , N, A, N
247215	Customer Interface		Completed	Normal	
247195	Customer Credit Snapsho		Completed	Normal	3000, 8, , 04 Darden, 04 Darden, , ,
247192	Customer Credit Snapsho		Completed	Normal	3000, 8, , 04 Darden, 04 Darden, , ,
246765	Customer Credit Snapsho		Completed	Normal	3000, 8, , 04 Darden, 04 Darden, , ,
246764	Credit Hold Report		Completed	Normal	3000, 8, , 7, Collector, , , , , , , ,
246470	FVTI224R (Request Set S	246456	Completed	Normal	8901, 425, 10365, 246456
246469	GOALS FMS Form 224 Pr	246468	Completed	Normal	FEB-01_FY-01, 3021, 1

Hold Request View Details... View Output  
 Cancel Request Diagnostics View Log...

3. Select report and View Details output or log by selecting buttons at the bottom of the screen.

## Summary

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### Summary

- Standard workbenches can be used to review customer information:
  - Customers Workbench
  - Transactions Workbench
  - Receipts Workbench
  - Collections Workbench
- To locate a customer or group of customers with similar attributes, you can use the Find Customers window.

# **Transactions - Introduction**

## **Chapter 5**

## Transactions - Introduction

---

### **Section Objectives**

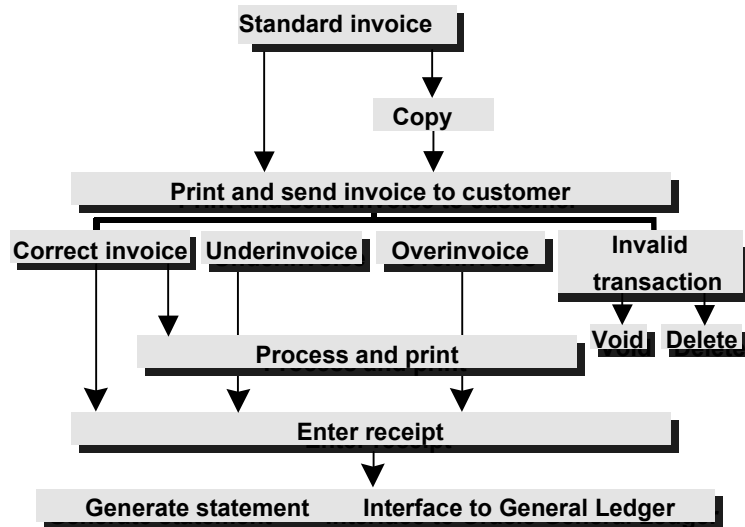
At the end of this section, you should be able to:

- Discuss the basic concepts of transactions within Oracle Receivables.

## Overview: Transaction Flow

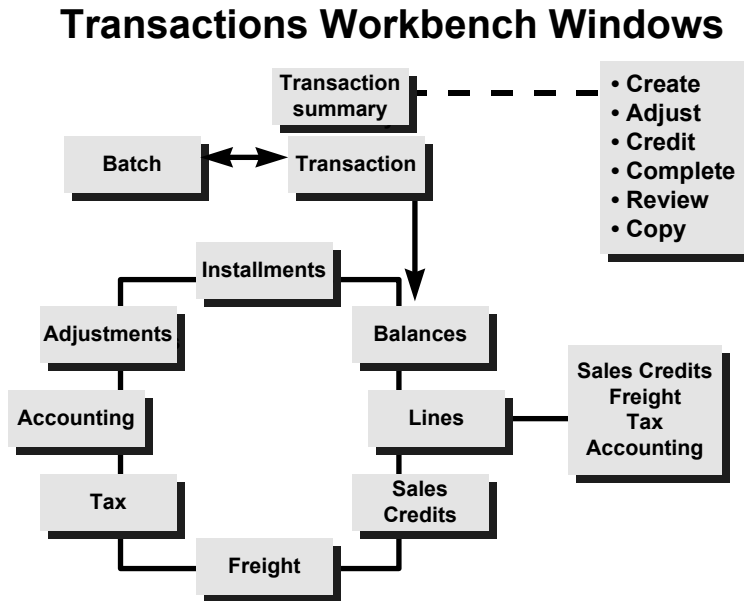
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### Overview: Transaction Flow



## Transactions Workbench Windows

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### Transactions Workbench

Use the Transactions workbench windows to add new and to update existing invoices, and debit memos in Receivables. You can copy invoices, create adjustments and credit memos, complete transactions, and review installments and applications in this form. For example, to adjust a transaction using the Transactions workbench, you would follow these steps:

1. Select N → Transactions → Transactions Summary from the Navigator.
2. Select Find from the menu to open the Find Transactions window to find the transaction to adjust.
3. Select the transaction in the Transaction Summary window.
4. Select the Adjust button to open the Adjustments window.

## Transactions Workbench Windows

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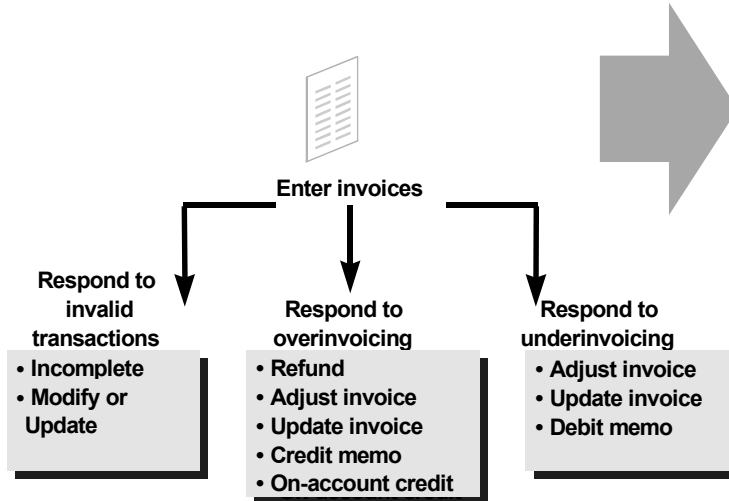
For transaction lines, the following window is also available:

- Distributions - Select the Distributions button. Used to select or modify the appropriate accounting for the transaction.

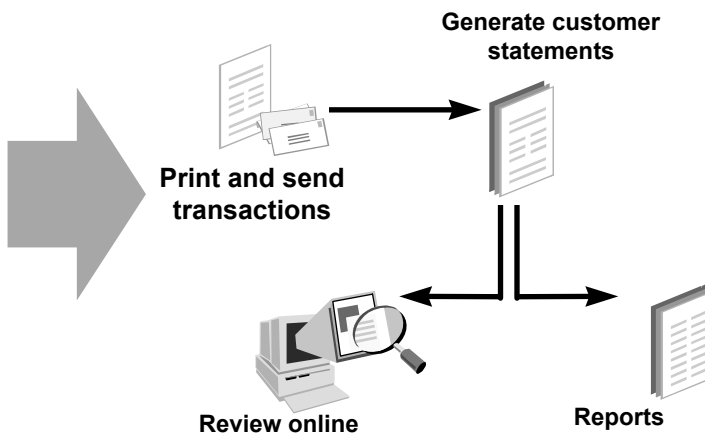
# Transaction Processing Cycle

---

## Transaction Processing Cycle



## Transaction Processing Cycle



# Classes of Transactions

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## Classes of Transactions

- Invoice
- Credit memo
- Debit memo
- Deposit
- Chargeback

## Transaction Classes

Class	Description
Invoice	Bill customers for products or services
Credit memo	Credit customers (On-account credits do not refer to specific invoices.)
Debit memo	Bill customers for products or services that were not included on the original invoice
Deposit	Bill customers for contractual agreements. DO NOT USE.
Chargeback	Adjust the remaining balance of an existing debit item to zero, and create a new debit item to bill customer for unpaid balance of original invoice. DO NOT USE.

# **Entering Standard Invoices**

## **Chapter 6**

# Entering Standard Invoices

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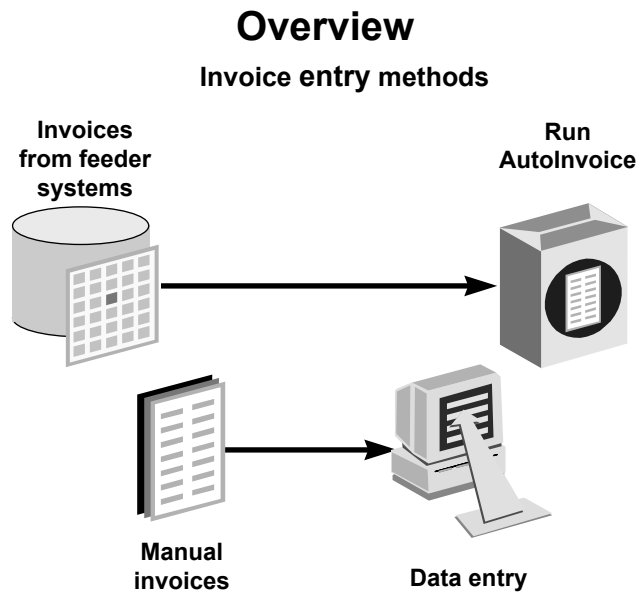
## Section Objectives

At the end of this section, you should be able to:

- Create invoice batches
- Enter standard invoices
- Create invoice line items

## Overview

---



## Standard Invoices Overview

Enter standard invoices according to business needs.

Business Need	Solution
Import transactions.	Use AutoInvoice to import data.
Bill items to one customer and ship to a different customer.	Enter a different Ship-To customer.
Customer pays for the invoice in multiple installments.	Assign a payment term where different percentages of the invoice are due at different times.
Control the accounting period in which transactions are posted.	Assign a general ledger date to post transactions. The date must be in an open or future period in Oracle Receivables.
Automatically number invoices.	Set Automatic Invoice Numbering to Yes.

# Standard Invoice Requirements

---

## Completing Standard Invoices

- Several conditions must be met before an invoice is complete.
- When all required information has been entered, select the Complete button.
- When completing an invoice, if the transaction type has Open Receivables set to Yes, it means that payment schedules and aged receivable amounts are calculated.

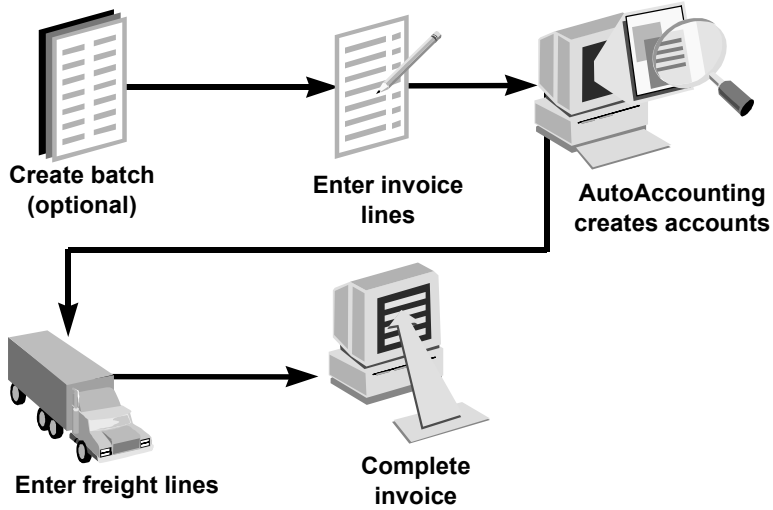
## Requirements for Completing a Standard Invoice

- An invoice must have at least one line.
- The General Ledger date of the invoice must be in an open or future period.
- The invoice sign (positive or negative) matches the sign of the transaction type.
- The sum of distributions for each line must equal the invoice line amount.
- All the activity date ranges for the setup values (for example, payment terms) must be valid for the invoice date.

## Creating a Standard Invoice

---

### Creating a Standard Invoice



## Creating Invoice Batches

---

### Creating Invoice Batches

- Create invoice batches to import invoice data.
- Use batches to match control and actual invoice counts and amounts.
- Batch invoices highlight differences between control and actual counts and amounts. Actual count and amount is updated as invoice is entered.
- Print invoices by batch.
- Remove the Batch window from the Navigation menu by using function security.

### Batch Default Values

- The batch date defaults to the invoice date.
- If a batch is entered, Oracle Receivables uses the source assigned to the batch.

## Entering Batch and Invoice Dates

---

### Entering Batch and Invoice Dates

Enter batch and invoice dates in open, future, and closed accounting periods.

Enter General Ledger dates in open and future accounting periods.



**Open**

Available for  
entry and posting  
to GL



**Future**

Available for entry



**Closed**

Not available

## Standard Invoice Line Types

---

### Standard Invoice Line Types

- Standard memo line: Enter non-inventory products or services, such as extended warranties or maintenance contracts
- Free-form line: Enter a unique description

### Standard Invoice Lines

Type	Default	Enter	Description
Standard memo line (select from Description)	Unit of measure (if available)  Unit price (if available)	Quantity  Unit of measure (if no default) Unit price (if no default)	Speed data entry and restrict lines to pre-defined memo lines.
Free-form line (add Description)	None	Quantity, unit of measure, unit price	Enter a unique line.

## Entering Invoice Header Information

### Transactions

Oracle Public Sector Receivables  
N → Transactions → Transactions  
Transactions

Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 10040

Number: 10040 Date: 01-APR-2000 ☒ Complete  
Reference: 84 90 SSWB214 000 Currency: USD Transaction: ☐  
Source: MANUAL-OTHER Class: Invoice  
Type: DIR LOAN X4411 GL Date: 01-APR-2000 [ ]

Main More Remit To, Sales Paying Customer Notes Commitment Credit

Ship To Bill To

Name: ST. LOUIS SW RAILROAD CO  
Number: 1064  
Location: 1254  
Address: SOUTHERN PACIFIC BUILDING  
SAN FRANCISCO, CA 94105 United States  
Contact:

Terms: DL 10/25/04 Commitment:  
Due Date: 24-OCT-2004 Agent:

Tax Distributions Sales Credits Balances  
Incomplete Freight Credit Installments Line Items

1. Enter Bill information.

TRANSACTIONS		
Field Name	Comments	Required?
Number	If your batch source does not specify Automatic Invoice Numbering, enter a transaction Number. Otherwise, Receivables assigns a number when you save. If you are adding transactions to a batch, the transaction number must be unique within this batch. <b>Note:</b> If the profile option AR: Show Billing Number is Yes, Receivables displays two transaction number fields. Enter a	No

	transaction number in the second field. Receivables uses the second field to display the Consolidated Billing Invoice number associated with an existing transaction.	
Date	Enter the Date of this transaction. The default date is either the batch date or, if there is no batch information, the current date.	Yes
Complete Checkbox	System generated. If Checked, invoice has been completed.	Display Only
Reference	This is a reference field for items that come in from an external or legacy system.	No
Currency	Enter the Currency of this transaction. The default currency is either the currency entered at the batch level or your functional currency, but you can change it to any currency defined in the system. If the currency is different from your functional currency, and you have not defined daily conversion rates, enter exchange rate information. <b>Attention:</b> You cannot adjust the exchange rate for a foreign currency invoice once the invoice has been posted or has had a receipt applied against it. To use a different exchange rate, you must reverse the transaction (delete it, credit it, or change the transaction type to one that has Open Receivable and Post to GL set to No) then recreate the transaction at the new rate.	Yes
Transaction	This field is used for Project invoices.	No
Source	Enter the transaction batch Source for this transaction. The default is the source you entered at the batch level. If there is no batch information, you must enter a source. The transaction batch source specifies automatic or manual batch and invoice numbering and the standard transaction Type.	No
Class	Choose a Class of Invoice or Debit Memo.	Yes
Type	Choose a transaction Type with class of Invoice or Debit Memo (optional).	Yes
GL Date	If the transaction batch source you entered has Post to GL set to Yes, enter the GL Date for this transaction. The default GL Date is the current date. However, if the current date is not in an open period, the default is the last date of the most recent open period. The GL Date you enter must be in an Open or Future period.	Yes
<b>Main TAB</b>		
<b>Ship To Area</b>		
Name	Enter the customer Ship To Name for this transaction.	No
Number	Defaults in from Ship To Name.	No
Location	Enter the customer Ship To Location for this transaction.	No
Address	Defaults in from Ship To Location.	No
Contact	Enter a Ship To Contact, if desired.	No
<b>Bill To Area</b>		
Name	Enter the customer Bill To Name for this transaction.	Yes
Number	Defaults in from Bill To Name.	Yes
Location	Enter the customer Bill To Location for this transaction.	Yes
Address	Defaults in from Bill To Location.	Yes
Contact	Enter a Bill To Contact, if desired.	No
Terms	Enter the payment Terms for this transaction. Receivables uses the following hierarchy to determine the default payment terms, stopping when one is found: <ul style="list-style-type: none"> <li>Customer Bill-To site level</li> </ul>	Yes

	<ul style="list-style-type: none"> <li>Customer address level</li> <li>Customer level</li> <li>Transaction Type</li> </ul>	
Commitment	If you are creating an invoice against a commitment, enter the Commitment or choose one from the list of values.	No
Due Date	Receivables calculates the Due Date based on the payment terms and date of this transaction. If you enter a split payment term, the due date is the date that the first payment is due.	Yes
Agent	Enter an agent (optional). If the system option Require Agent is Yes and you did not assign an agent to this customer at the customer or site level, you must enter an agent.	No

2. Select the More TAB and enter information.

**Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 10040**

Number: 10040 Date: 01-APR-2000 ☒ Complete  
Reference: 84 90 SSWB214 000 Currency: USD Transaction:   
Source: MANUAL-OTHER Class: Invoice  
Type: DIR LOAN X4411 GL Date: 01-APR-2000

Tabs: Main | **More** | Remit To, Sales | Paying Customer | Notes | Commitment | Credit

Invoicing Rule:   
Print Option: **Print**  
Default Tax: **Standard**  
Status: **Open**  
Finance Charges: **If Appropriate**  
Cross Reference:   
Original Transaction:   
Agreement:   
Dispute Amount: 0.00  
Special Instructions:   
Comments:   
Document Number:   
Transaction Code:   
Print Date:   
**Purchase Order**  
Number:   
Revision:   
Date:   
Dispute Date:   
Tax Distributions Sales Credits Balances  
Incomplete Freight Credit Installments Line Items

TRANSACTIONS		
Field Name	Comments	Required?
<b>More TAB</b>		
Invoicing Rule	Enter an invoicing rule (optional).	No
Document Number	If you are using manual sequence numbering, enter a unique Document Number. Otherwise, Receivables assigns a document number when you save.	No
Print Option	The printing option for this invoice. The default is the print option for this transaction type. Choose "Print" for invoices you want to print. You can choose all new or changed invoices to print at one time. Choose "Do Not Print" for invoices you do not want to print (for	No

	example, if you need to generate an invoice for internal purposes, but you do not want to send the printed invoice to your customer).	
Transaction Code	When this field is selected the transaction Event window will appear. Select from the LOV. Select the OK button.	Yes
Default Tax	You can enter a value for this field only if the profile option Tax: Allow Override of Customer Exemptions is Yes and the transaction is not a chargeback. Use the default value of "Standard" if you want tax to be calculated as per the normal procedures set up in Receivables. Enter "Exempt" to force tax exemption on the invoice lines, and your system option Use Customer Exemptions is set to Yes. Enter "Require" to force tax calculation on the invoice lines. If you update this field, there will be no affect on existing invoice lines; only new invoice lines will get the new value as a default.	No
Print Date	When an invoice is printed, Receivables updates this field.	Display only
Status	The status of your invoice. This is a user maintainable field and you can define values for it in the Receivables QuickCodes window. Possible values include Open, Pending, Closed, or Void. This field is not used by Receivables; therefore it is not updated automatically when an invoice is paid off, closed, etc. You have to manually update this field.	No
Finance Charges	Use this field to indicate whether finance charges are calculated against this invoice, debit memo, or chargeback. If you leave this field blank or choose "If Appropriate", Receivables calculates finance charges according to your customer's credit profile. If you choose No, Receivables does not calculate finance charges on this transaction, regardless of the customer's credit profile.	No
Cross Reference	The transaction to relate to this invoice. You can choose any transactions that are assigned to your Bill-To customer or a selected customer. If you enter a cross reference transaction number and then change your Bill-To customer, Receivables will erase the value in this field.	No
Original Transaction	Enter the Original Transaction number.	No
Agreement	N/A, used by Oracle Order Entry.	No
Dispute Amount	The current amount of this invoice, debit memo, or chargeback that is in dispute. Receivables sums up the dispute amounts for each installment of your payment schedule and displays the total in this field. You can either increase or decrease the dispute amount. If you enter 0 (zero), the debit item is no longer in dispute. If your debit item does not have split terms, then you can enter a dispute amount that is between zero and the balance due for this item. You can also place a debit item in dispute in the Customer Calls window, and you can review your in dispute debit items in the Disputed Invoice Report. For debit items with split terms, you can enter the dispute amount for each installment in the	No

	Installments window or you can set it to either the balance due or zero in this field.	
Dispute Date	Enter the dispute date.	No
Special Instructions	Any special instructions for this transaction. You can enter up to 240 characters. The first 51 characters appear on the printed transaction. You can define additional instructions in the Receivables QuickCodes window.	No
Comments	Any comments you have about this transaction. This text does not appear on the printed transaction.	No
<b>Purchase Order Area</b>		
Number	PO number for this transaction. For reference only and not validated by Receivables.	No
Revision	PO revision number if any.	No
Date	PO date for this transaction.	No

3. Select the Remit to, Sales TAB and enter information.

Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 10040

Number: 10040 Date: 01-APR-2000 ☒ Complete

Reference: 84 90 SSWB214 000 Currency: USD Transaction: ☐

Source: MANUAL-OTHER Class: Invoice

Type: DIR LOAN X4411 GL Date: 01-APR-2000

Main More Remit To, Sales Paying Customer Notes Commitment Credit

**Remit To**

Address: FEDERAL RAILROAD ADMINISTRATION  
ATTN: RAD-40, US MAIL STOP-40  
400 7TH ST SW, WASHINGTON, DC 20590 Un

**Sales**

Sold To Customer: ST. LOUIS SW RAILROAD CO  
Sold To Number: 1064  
Area:

Tax Distributions Sales Credits Balances

Incomplete Freight Credit Installments Line Items

TRANSACTIONS		
Field Name	Comments	Required?
<b>Remit To, Sales TAB</b>		
<b>Remit To Area</b>		
Address	Enter the Remit To Address for this transaction. The default is the remit-to address assigned to the country, state, and postal code combination for this customer's address.	Yes
<b>Sales Area</b>		

Sold To Customer	This field will default in from the customer information.	No
Sold To Number	This field will default in from the customer information.	No
Area	This field is not currently being used.	No

4. Select Paying Customer TAB and enter information.

TRANSACTIONS		
Paying Customer TAB		
Field Name	Comments	Required?
Paying Customer	The customer associated with the customer bank account assigned to your invoice. This could be different from the billing customer if, for example, you wanted a primary customer to pay for related invoices.	No
Paying Customer Number	This field will default in from the Paying Customer field.	No
Paying Location	This field will default in from the Paying Customer field.	No
Payment Method	The payment method assigned to this transaction. You can choose any payment method defined for this customer or a primary customer to which it is related, as long as the invoice date is within the payment method active date range and the payment method has bank accounts in the currency of the invoice or at least one of its bank accounts has the Receipts Multi-Currency flag set to Yes. Enter a payment method to automatically receive payment for this invoice with a direct debit or bill of exchange. Receivables	No

	uses the following hierarchy to default a value for this field: 1) The primary Payment Method of the parent site 2) The primary Payment Method of the primary customer 3) The primary Payment Method of the bill-to site 4) The primary Payment Method of the bill-to customer	
Customer Bank Name	This field will default in from the Paying Customer field.	No
Branch Name	This field will default in from the Paying Customer field.	No
Account Number	This field will default in from the Paying Customer field.	No
Expiration Date	This field will default in from the Paying Customer field.	No

5. Select Notes TAB and enter information.

TRANSACTIONS		
Notes TAB		
Field Name	Comments	Required?
Date	Will default in from the invoice date.	No
Source	Will default in.	Display only
Memo	Enter memo information if desired.	No

6. Save your work.

## Entering Invoice Lines

### Lines

Oracle Public Sector Receivables  
N → Transactions → Transactions  
Transactions

The screenshot displays the Oracle Public Sector Receivables Transactions (FEDERAL RAILROAD ADMIN) window. The header section includes fields for Number, Reference, Source, Type, Date (25-JUL-2001), Currency (USD), Class, GL Date, and Transaction. Below the header are tabs for Main, More, Remit To, Sales, Paying Customer, Notes, Commitment, and Credit. The Main tab is active, showing Ship To and Bill To sections with fields for Name, Number, Location, Address, Contact, Terms, Due Date, Commitment, and Agent. At the bottom are buttons for Tax, Distributions, Sales Credits, Balances, Incomplete, Freight, Credit Installments, and Line Items.

This Navigation assumes you have input the Transactions Header Information from *Entering Invoice Header Information [NAV1021Z]*

1. In the Number field, select (M) View: Find.

**Transaction Numbers** X

Enter a partial value to limit the list, % to see all values.

Find 1004%

Transaction Number
--------------------

OK Cancel Find

2. In the Number field, select LOV and enter a partial value to limit your query. Select (B) Find.

**Transaction Numbers** X

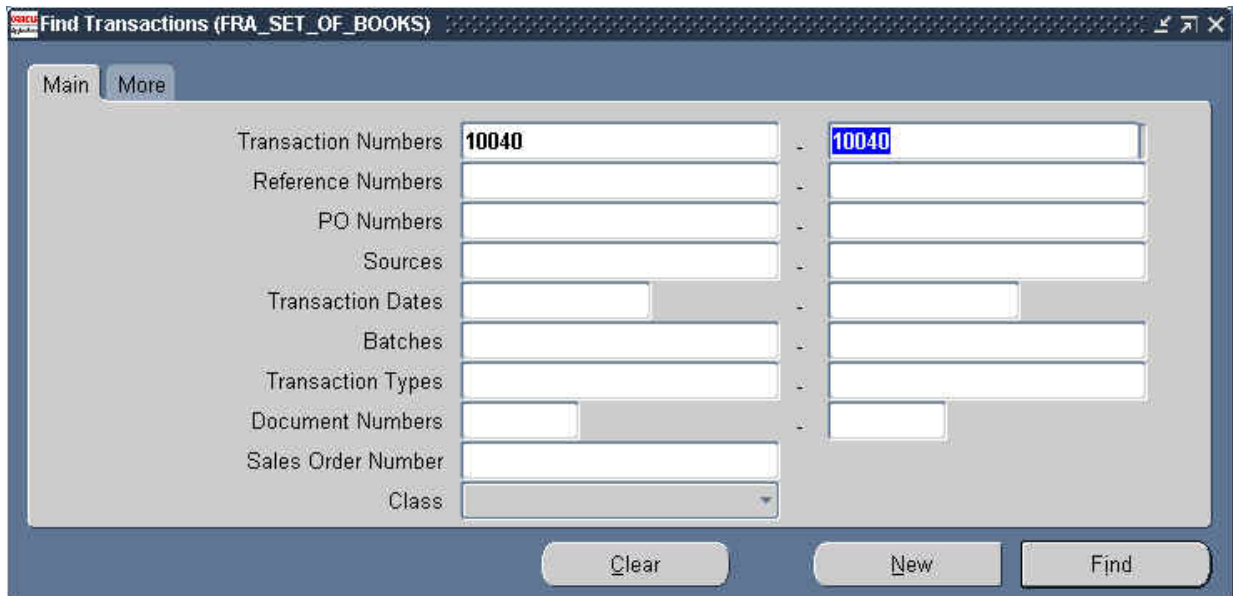
Enter a partial value to limit the list, % to see all values.

Find 100%

Transaction Number
--------------------

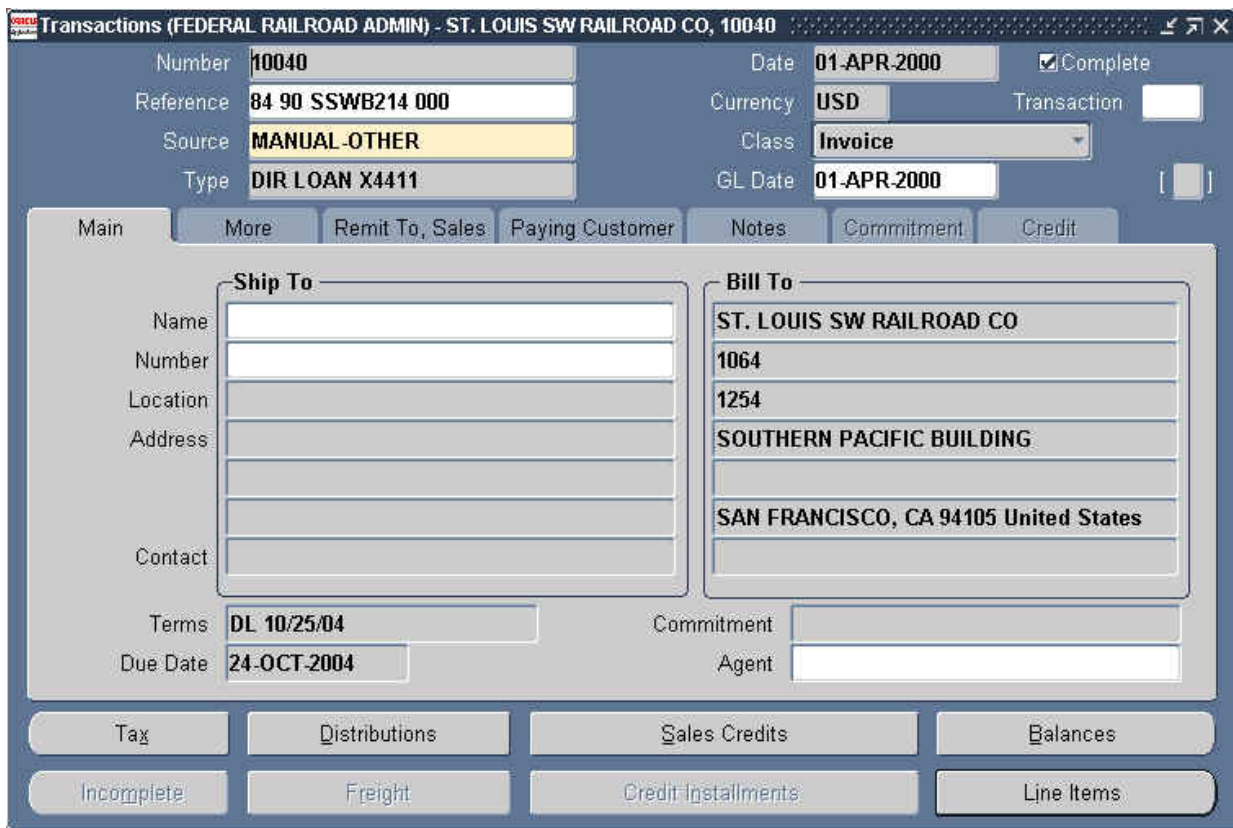
OK Cancel Find

3. Select desired Transaction number and (B) OK.



The screenshot shows the 'Find Transactions (FRA\_SET\_OF\_BOOKS)' window. It has a 'Main' tab and a 'More' tab. The 'Main' tab contains several input fields for searching transactions: Transaction Numbers (10040), Reference Numbers, PO Numbers, Sources, Transaction Dates, Batches, Transaction Types, Document Numbers, Sales Order Number, and Class. The 'Transaction Numbers' field is highlighted with a blue selection box. At the bottom, there are three buttons: 'Clear', 'New', and 'Find'.

4. On the Find Transactions screen, select (B) Find.



The screenshot shows the 'Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 10040' window. It has a 'Main' tab and several other tabs: 'More', 'Remit To, Sales', 'Paying Customer', 'Notes', 'Commitment', and 'Credit'. The 'Main' tab contains several input fields: Number (10040), Date (01-APR-2000), Reference (84 90 SSWB214 000), Currency (USD), Source (MANUAL-OTHER), Class (Invoice), Type (DIR LOAN X4411), GL Date (01-APR-2000), and a 'Complete' checkbox. Below these fields, there are two sections: 'Ship To' and 'Bill To'. The 'Ship To' section has fields for Name, Number, Location, Address, and Contact. The 'Bill To' section has fields for Name, Number, Location, Address, and Contact. Below these sections, there are fields for Terms (DL 10/25/04), Due Date (24-OCT-2004), Commitment, and Agent. At the bottom, there are several buttons: Tax, Distributions, Sales Credits, Balances, Incomplete, Freight, Credit Installments, and Line Items.

5. Select (B) Line Items.



	calculate tax automatically – Receivables asks you if you want to recalculate tax. If you choose Yes, Receivables recalculates the tax; otherwise, it does not let you make the change.	
Description	The description for this invoice line. Receivables prints the description on the invoice. You can also choose standard memo lines that you previously defined, such as tax and freight charges. If you wish to update a previously chosen memo line, Receivables will only let you change the memo line to another of the same type. For example, if you have a tax memo line, you can only change it to another memo line of type “Tax.” If you entered a freight amount in the Transactions window or if the Allow Freight option for the transaction type associated with this invoice is set to No, standard memo lines with a type of Freight will not appear in the list of values. If the Allow Freight option for the transaction type you selected for this invoice is set to Yes, you can select standard memo lines with a type of Freight. After you select a standard memo line with a type of Freight, you can choose Freight to specify the amount of freight to assign to this line. You can select standard memo lines with a type of Tax if the profile option Tax: Allow Manual Tax Lines is set to Yes. After you select a standard memo line with a type of Tax, you can choose the Tax button to specify the amount of tax to assign to this line.	Yes
UOM	Enter the Unit of Measure for each item.	No
Quantity	Enter the Quantity for each item.	Yes
Unit Price	Enter the Unit Price for each item. If you entered a standard line item, the default is the Unit List Price you entered for this standard line item in the Memo Lines window; there will be no default for System Items. If the currency of the invoice is different from the functional currency, the default unit price will be the Standard Price / Currency Exchange Rate. The default value for this field is zero for Tax and Freight lines. You can accept this price or enter the actual selling price. The unit price can be a positive or a negative number.	Yes
Amount	Receivables automatically calculates the total Amount for each line.	Yes
Tax Code	Receivables displays a default Tax Code (or tax group) if you defined one at one of the following levels: item, customer, customer site (and system level, if your tax method is “VAT”). You can override this value if the profile option Tax: Allow Override of Tax Code is set to Yes. <b>Note:</b> If you override a tax code, Receivables preserves the override across all updates to the invoice. Similarly, changing the ship-to address or the line item could change the default tax code.	No







Warehouse Name	The ship from location for this item.	No
-------------------	---------------------------------------	----

## Lines: Main Region

You can enter line item details manually that should appear on an invoice using predefined or free-form item identifiers and descriptions.

## Entering Invoice Lines to Record Invoice Details

- Select a predefined inventory item identifier from the list of values in the Item field.
  - Select a predefined standard memo line from the list of values in the Description field.
  - If an appropriate standard memo line that describes the item is not available, enter a free-form description line in the Description field.
5. Save your work.
  6. Close window.
  7. Select (B) Complete.

## View Transaction Accounting

---

### Lines

Oracle Public Sector Receivables
N → Transactions → Transactions
B → Line Items
Lines

### Accounting Lines

When you query a transaction, receipt, or adjustment in Oracle Receivables, you can choose to view the detail accounting lines for the queried transaction in the form of a balanced accounting entry (i.e., debits equal credits). You can also choose to view the detail accounting as t-accounts. Use these features to see how a transaction affects the account balances in your general ledger.

### To View Accounting Lines

1. Query the transaction, receipt, or adjustment for which you want to view accounting lines.  
  
**Note:** Transactions include invoices, debit/credit memos, chargebacks, deposits, and guarantees. Receipts include cash or miscellaneous receipts.
2. Choose View Accounting from the Tools menu.

Oracle Applications - DEPX

File Edit View Folder Tools Window Help

Transactions (OFFICE OF INSPECTOR GENERAL) - DEPX PUBLIC TEST CUSTOMER, 10805

View Transaction Accounting (OIG\_SET\_OF\_BOOKS:USD) - 10805

Line Type	Account	Quantity	Unit Price	Debit (USD)	Credit (USD)	Trans
Receivable	56Y1150000.2001.A000000000.AH00000000.11000.13106000.0000			4,500.00		
Revenue	56Y1150000.2001.C000000000.AH01000000.21000.52006400.0000	1	500.00		500.00	1
Revenue	56Y1150800.2001.E000000000.AH02000000.31000.52006400.0000	1	1,500.00		1,500.00	2
Revenue	56Y1160000.2001.A000000000.AH03000000.41000.52006400.0000	1	2,500.00		2,500.00	3

4,500.00 4,500.00

Account Desc TOMMY, TESTING NO YEAR AP.BY 2001.OFFICE OF INSPECTOR GENER.ASSISTANT

Accounting Rule Accounting Date 17-OCT-2001

Comments Transferred to GL Yes

T Accounts

You can drag the column borders to resize the columns so you can see more or less data.

- (Optional) To view the accounting details in another format, choose the T Accounts button. This will bring up selection criteria from which you can select the exact view you want to see.



Oracle Applications - DEPX

File Edit View Folder Tools Window Help

Transactions (OFFICE OF INSPECTOR GENERAL) - DEPX PUBLIC TEST CUSTOMER, 10805

View Transaction Accounting (OIG\_SET\_OF\_BOOKS:USD) - 10805

Options (OIG\_SET\_OF\_BOOKS: USD)

Line Type Accounts (OIG\_SET\_OF\_BOOKS: USD) - Invoice, 10805

Receive  
Revenue  
Revenue  
Revenue

	USD	USD	USD	USD
Invoice 10805	4,500.00	4,500.00		
<b>Net Activity</b>	<b>4,500.00</b>	<b>4,500.00</b>		
Line 1			500.00	500.00
<b>Net Activity</b>			<b>500.00</b>	<b>500.00</b>
Line 2			1,500.00	1,500.00
<b>Net Activity</b>			<b>1,500.00</b>	<b>1,500.00</b>

Options Activity Summary

- To view the accounting as summary activity, choose (B) Activity Summary.

Oracle Applications - DEPX

File Edit View Folder Tools Window Help

Transactions (OFFICE OF INSPECTOR GENERAL) - DEPX PUBLIC TEST CUSTOMER, 10805

View Transaction Accounting (OIG\_SET\_OF\_BOOKS:USD) - 10805

Options (OIG\_SET\_OF\_BOOKS:USD)

Activity Summary (OIG\_SET\_OF\_BOOKS:USD) - Invoice, 10805

Account	Net Activity Entered Debit	Net Activity Entered Credit	Net Activity Debit (USD)	Net Activity Credit (USD)
56Y1150000.2001.A000000000.AH00000000.11000.13106000.00...	4,500.00		4,500.00	
56Y1150000.2001.C000000000.AH01000000.21000.52006400.00...		500.00		500.00
56Y1150800.2001.E000000000.AH02000000.31000.52006400.00...		1,500.00		1,500.00
56Y1160000.2001.A000000000.AH03000000.41000.52006400.00...		2,500.00		2,500.00
<b>Total Net Activity For All Accounts</b>			<b>4,500.00</b>	<b>4,500.00</b>

Options T Accounts

## View Accounting Windows

The View Transaction Accounting, View Receipt Accounting, and View Adjustment Accounting windows are folders. You can easily customize the information that is displayed in the windows.

When customizing the View Accounting windows, you can hide the columns that normally appear in the windows and you can choose to display any additional columns that are available. When you select a detailed accounting line, the system displays additional information at the bottom of the related View Accounting window.

## Lab 1: Enter an Invoice

---

### Instructions

Create an invoice for a salary overpayment to Customer entered in the Customer Lab for \$5,000.00.

## Lab 1 Solutions: Enter an Invoice

1. Navigate to the Transactions window:

N → Transactions → Transactions

The screenshot shows the 'Transactions (FEDERAL RAILROAD ADMIN) - Marie Snelling, 13398' window. The header section contains the following fields: Number (13398), Date (31-JAN-2002), Complete (checkbox), Reference (empty), Currency (USD), Transaction (checkbox), Source (MANUAL-OTHER), Class (Invoice), Type (Invoice), and GL Date (31-JAN-2002). Below the header is a tabbed interface with 'Main', 'More', 'Remit To, Sales', 'Paying Customer', 'Notes', 'Commitment', and 'Credit'. The 'Main' tab is active, showing 'Ship To' and 'Bill To' sections. Both sections are populated with the same data: Name (Marie Snelling), Number (6482), Location (22080), Address (5913 WEST GALLERIA DR, HOUSTON, TX 71729 United States), and Contact (empty). Below these sections are fields for Terms (30 NET), Due Date (02-MAR-2002), Commitment (empty), and Agent (empty). At the bottom, there are buttons for Tag, Distributions, Sales Credits, Balances, Complete, Freight, Credit Installments, and Line Items.

2. Complete the transaction header information:

**Source:** Defaults as Manual-Other.

**Class:** Defaults as Invoice.

**Type:** Defaults as Invoice.

3. Enter the Main Tab data:

**Ship To:** From the LOV, select the Ship To Name. Query for the appropriate customer name. Once selected, data will default to both the Ship To and the Bill To fields. Terms and Due Date will also default in. If the Bill To fields are populated first, no data defaults to the Ship To field and it would have to be populated also if required.

4. Select the (B) Line Items.

## Lab 1 Solutions: Enter an Invoice

Num	Item	Description	UOM	Quantity	Unit Price	Amount
1		Salary Overpayme	EACH	1	5,000.00	5,000.00

5. In the Main Tab area, enter description (Salary Overpayment) in the Description field.  
The UOM (unit of measure) is available as a list of values but is not a required field.  
Enter the Quantity and Unit Price.  
After the unit price is entered, Oracle Receivables will calculate the extended amount.
6. Select the (B) Distributions to view the accounting string.

## Lab 1 Solutions: Enter an Invoice

Accounting (FEDERAL RAILROAD ADMIN) - Marie Snelling, 13398

Accounts For All Lines ☒

Transaction Line	Detail Line Number	Class	GL Account	GL Date	%	Amount [ ]
		Receivable	2720700000.2002.0000000000	31-JAN-2002	100.0000	5,000.00
1		Revenue	2720700000.2002.0000000000.0	31-JAN-2002	100.0000	5,000.00

GL Posted Date  Comments

Description SAFETY AND OPERATIONS, FR.BY 2002.NOT APPLICABLE.NOT APPLICABLE.NOT APPLI

Tax Account

Description

Transaction Code

Line Amount  Accounting Rule

7. Select the Alternative Region: Accounting for All Lines to view the Revenue and Receivables lines.

Check to make sure **both** lines have the **same Accounting string**.

8. Save your work.
9. Close window.

## Lab 1 Solutions: Enter an Invoice

Transactions (FEDERAL RAILROAD ADMIN) - Marie Snelling, 13398

Number: 13398 Date: 31-JAN-2002 ☒ Complete

Reference: Currency: USD Transaction: ☐

Source: MANUAL-OTHER Class: Invoice

Type: Invoice GL Date: 31-JAN-2002

Main More Remit To, Sales Paying Customer Notes Commitment Credit

**Ship To**

Name: Marie Snelling

Number: 6482

Location: 22080

Address: 5913 WEST GALLERIA DR

Contact: HOUSTON, TX 71729 United States

Terms: 30 NET

Due Date: 02-MAR-2002

**Bill To**

Name: Marie Snelling

Number: 6482

Location: 22079

Address: 5913 WEST GALLERIA DR

Contact: HOUSTON, TX 71729 United States

Commitment: Agent:

Tag Distributions Sales Credits Balances

Incomplete Freight Credit Installments Line Items

### 10. Select (B) Complete.

If accepted, the Complete button will change to Incomplete and the Complete box in the upper right-hand corner of the window will have a gray check mark. A message will appear at the bottom left hand of your screen: FRM-40406: Transaction Complete: 1 Record applied: All Records saved

## Lab 2: Enter an Invoice Using a Standard Memo Line and Free-form Line

---

### Instructions

Create an invoice for Giant Distributor-XX with 2 lines using a free-form line for a vendor overpayment of \$200.00 and a memo line for: Reference book: 2000 Edition of Interstate freight codes.

## Lab 2 Solutions: Enter an Invoice Using a Standard Memo Line and Free-form Line

1. N → Transactions → Transactions

The screenshot shows the Oracle Financials Transactions window for a user named 'FEDERAL RAILROAD ADMIN'. The window title is 'Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, 13400'. The main form contains the following fields and values:

Field	Value
Number	13400
Date	31-JAN-2002
Reference	
Currency	USD
Source	MANUAL-OTHER
Class	Invoice
Type	Invoice
GL Date	31-JAN-2002

Below the main form, there are two sections: 'Ship To' and 'Bill To'. Each section contains fields for Name, Number, Location, Address, and Contact. The 'Ship To' section is currently selected, and the 'Bill To' section is also visible. The 'Ship To' section has the following values:

Field	Value
Name	GIANT DISTRIBUTORS - 00
Number	6483
Location	22084
Address	6565 S MACARTHUR
Contact	

The 'Bill To' section has the following values:

Field	Value
Name	GIANT DISTRIBUTORS - 00
Number	6483
Location	22083
Address	6565 S MACARTHUR
Contact	

At the bottom of the window, there are several buttons: 'Main', 'More', 'Remit To, Sales', 'Paying Customer', 'Notes', 'Commitment', 'Credit', 'Tax', 'Distributions', 'Sales Credits', 'Balances', 'Complete', 'Freight', 'Credit Installments', and 'Line Items'.

2. Complete the transaction information:

**Source:** Manual-Other will default in.

**Class:** Invoice will default in.

**Type:** Invoice will default in.

**Ship-To and Bill-To addresses:** Select appropriate addresses for your second customer.

3. Select the (B) Line Items.

## Lab 2 Solutions: Enter an Invoice Using a Standard Memo Line and Free-form Line

Transaction	Lines	Tax	Freight
250.00	250.00	0.00	0.00

Num	Item	Description	UOM	Quantity	Unit Price	Amount
1		OVERPAYMENT	EACH	1	200	200.00
2		Reference Material	EACH	1	50	50.00

Distributions	Sales Credits	Freight	Tax

4. In the Main Tab, enter information.

Line 1 is the free form line where the user keys in data. A memo line can be created to minimize keying. To use a memo line, go to the next available line, place the cursor in the Description field and select LOV. Select memo line for Reference Material, enter quantity and tab. The System will complete the line.

5. Select (B) Distributions to view the accounting strings.

**SAGE**

Accounting (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, 13400

<b>Accounts For All Lines</b>						
Transaction Line						
Detail Line Number						
	Class	GL Account	GL Date	%	Amount [ ]	
	<b>Receivable</b>	2720700000.2002.0000000000	31-JAN-2002	100.0000	250.00	
1	<b>Revenue</b>	2720700000.2002.0000000000.0	31-JAN-2002	100.0000	200.00	
2	<b>Revenue</b>	2720700000.2002.0000000000.0	31-JAN-2002	100.0000	50.00	
<b>Total</b>						
GL Posted Date			Comments			
Description	SAFETY AND OPERATIONS, FR.BY 2002.NOT APPLICABLE.NOT APPLICABLE.NOT APPLI					
Tax Account						
Description						
Transaction Code						
Line Amount			Accounting Rule			

- Check to make sure **both** lines have the **same Accounting Strings**, except in the GL account.

7. Save your work.
8. Close window.
9. Select (B) Complete.

## Lab 2 Solutions: Enter an Invoice Using a Standard Memo Line and Free-form Line

Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, 13400

Number: 13400 Date: 31-JAN-2002 ☒ Complete  
Reference: Currency: USD Transaction: ☐  
Source: MANUAL-OTHER Class: Invoice  
Type: Invoice GL Date: 31-JAN-2002 [ ]

Main More Remit To, Sales Paying Customer Notes Commitment Credit

**Ship To**

Name: GIANT DISTRIBUTORS - 00  
Number: 6483  
Location: 22084  
Address: 6565 S MACARTHUR  
OKLA CITY, OK 73145 United States  
Contact:   
Terms: 30 NET  
Due Date: 02-MAR-2002

**Bill To**

Name: GIANT DISTRIBUTORS - 00  
Number: 6483  
Location: 22084  
Address: 6565 S MACARTHUR  
OKLA CITY, OK 73145 United States  
Contact:   
Commitment:   
Agent:

Tax Distributions Sales Credits Balances  
Incomplete Freight Credit Installments Line Items

If accepted, the Complete button will change to Incomplete and the Complete box in the upper right-hand corner of the window will have a gray check mark.

## Lab 3: Entering and Viewing Invoices Using a Batch Process

---

### Instructions

Create a batch with two invoices, one for Giant Distributors-XX for damaged freight for \$2800.00 and one for Marie Snelling, Misc. for \$32.00. After entering information view the batch.

## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

1. Navigate to the Transactions window:

N → Transactions → Batches

Transaction Batches (FEDERAL RAILROAD ADMIN)

Source: **MANUAL-OTHER**

Name: **10233**

Batch Date: **31-JAN-2002**

GL Date: **31-JAN-2002** Period: **JAN-02\_FY1**

Currency: **USD**

Status: **New**

Comments:

☐ Partially Purged

Totals		
	Count	Amount
Control	2	2832.0
Actual	0	0.0
Difference	2	2832.0

Transaction Summary Transactions

2. Enter the number of invoices and the amount, then select (B) Transactions.

## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, [New]

Number: [ ] Date: 31-JAN-2002 [ ] Complete  
Reference: [ ] Currency: USD Transaction: [ ]  
Source: MANUAL-OTHER Class: Invoice  
Type: Invoice GL Date: 31-JAN-2002 [ ]

Main More Remit To, Sales Paying Customer Notes Commitment Credit

**Ship To**

Name: GIANT DISTRIBUTORS - 00  
Number: 6483  
Location: 22084  
Address: 6565 S MACARTHUR  
OKLA CITY, OK 73145 United States  
Contact: [ ]

**Bill To**

Name: GIANT DISTRIBUTORS - 00  
Number: 6483  
Location: 22084  
Address: 6565 S MACARTHUR  
OKLA CITY, OK 73145 United States  
Contact: [ ]

Terms: 30 NET Commitment: [ ]  
Due Date: 02-MAR-2002 Agent: [ ]

Tax Distributions Sales Credits Balances  
Incomplete Freight Credit Installments Line Items

- Complete the transaction header information:

**Source:** Manual-Other will default in.

**Class:** Invoice will default in.

**Type:** Invoice will default in.

- Enter the transaction data:

**Bill-To and Ship-To addresses:** Select appropriate addresses for your first customer. Query for the Ship-To address first, using the Name field. The Ship-To is selected first the Bill-To will default with the same customer (Bill-To can be changed using LOV.)





## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

The screenshot shows the 'Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, 13401' window. The top section contains header information: Number 13401, Date 31-JAN-2002, Currency USD, Class Invoice, and GL Date 31-JAN-2002. A 'Complete' checkbox is checked. Below this is a tabbed interface with 'Main' selected. The 'Main' tab displays 'Ship To' and 'Bill To' information for 'GIANT DISTRIBUTORS - 00'. The 'Ship To' details include Number 6483, Location 22084, Address 6565 S MACARTHUR, and City OKLA CITY, OK 73145 United States. The 'Bill To' details are identical. Other fields include Terms 30 NET, Due Date 02-MAR-2002, Commitment, and Agent. At the bottom, there are buttons for Tag, Distributions, Sales Credits, Balances, Incomplete, Freight, Credit Installments, and Line Items.

Transaction Header	
Number	13401
Date	31-JAN-2002
Currency	USD
Class	Invoice
GL Date	31-JAN-2002
Complete	<input checked="" type="checkbox"/>

Main Tab	
Name	GIANT DISTRIBUTORS - 00
Number	6483
Location	22084
Address	6565 S MACARTHUR
City	OKLA CITY, OK 73145 United States
Contact	
Terms	30 NET
Due Date	02-MAR-2002
Commitment	
Agent	

Buttons	
Tag	Distributions
Sales Credits	Balances
Incomplete	Freight
Credit Installments	Line Items

10. Select (B) Complete.

If accepted, the Complete button will change to Incomplete and the Complete box in the upper right-hand corner of the window will have a gray check mark.

11. Select (I) New Record.

12. Enter data for the second invoice of your batch.

13. Complete the Transaction Header information.

14. Query for your Ship To Name.

## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, [New]

Number		Date	31-JAN-2002	<input type="checkbox"/> Complete
Reference		Currency	USD	Transaction
Source	MANUAL-OTHER	Class	Invoice	
Type	Invoice	GL Date	31-JAN-2002	[ ]

Main More Remit To, Sales Paying Customer Notes Commitment Credit

<b>Ship To</b>		<b>Bill To</b>	
Name	GIANT DISTRIBUTORS - 00	Name	GIANT DISTRIBUTORS - 00
Number	6483	Number	6483
Location	22084	Location	22083
Address	6565 S MACARTHUR	Address	6565 S MACARTHUR
	OKLA CITY, OK 73145 United States		OKLA CITY, OK 73145 United States
Contact		Contact	
Terms	30 NET	Commitment	
Due Date	02-MAR-2002	Agent	

Tax Distributions Sales Credits Balances

Incomplete Freight Credit Installments Line Items

15. Select (B) Line Items.

[illegible]

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## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

19. Select the (B) Complete.
20. Close the Transactions window to view your batch totals.

The screenshot shows a window titled "Transaction Batches (FEDERAL RAILROAD ADMIN)". It contains several input fields for batch information:

- Source: MANUAL-OTHER
- Name: 10233
- Batch Date: 31-JAN-2002
- GL Date: 31-JAN-2002
- Period: JAN-02\_FY-1
- Currency: USD
- Status: New
- Comments: (empty text box)
- ☐ Partially Purged

Below these fields is a "Totals" section with a table:

	Count	Amount
Control	2	2832.0
Actual	2	2832.0
Difference	0	0.0

At the bottom of the window are two buttons: "Transaction Summary" and "Transactions".

21. Verify there are no differences between the Count and the Amount. If there is a difference the transactions need to be reviewed.
22. To review the transactions select (B) Transactions Summary, or select (B) Transaction.

## Lab 3 Solutions: Entering and Viewing Invoices Using a Batch Process

Source	Number	Bill To Customer	Class
MANUAL-OTHER	13401	GIANT DISTRIBUTORS - 00	Invoice
MANUAL-OTHER	13402	Marie Snelling	Invoice

Applications Adjust Credit Copy To Incomplete

Installments Overview New Open

23. Place the cursor in the line that you wish to view and select (B) Open.

## Summary

---

### Summary

- Batch invoices to check invoice counts and amounts. Batching is required for imported data.
- Enter required header information.
- Enter invoice line items for products ordered, as well as freight charges.
- Select standard memo line descriptions, or enter free-form descriptions.
- AutoAccounting determines default General Ledger accounts.

# **Correcting Transactions**

## **Chapter 7**

# Correcting Transactions

---

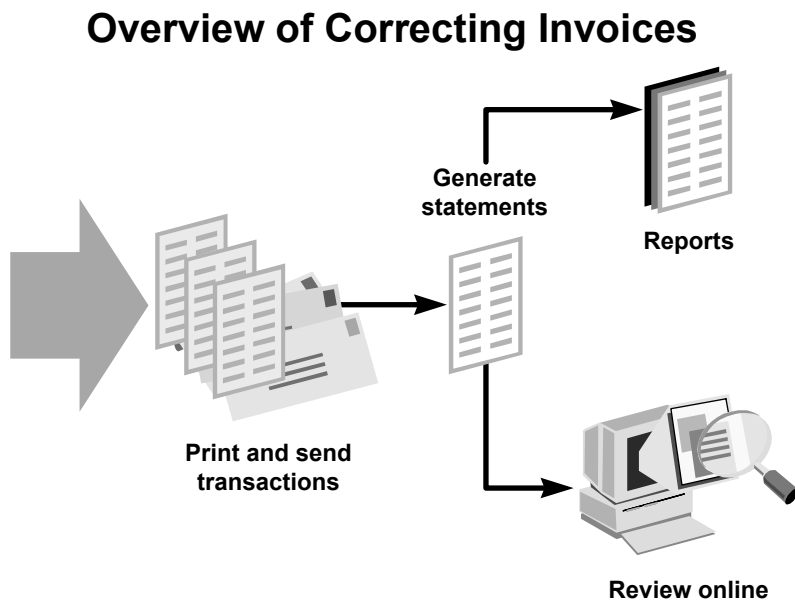
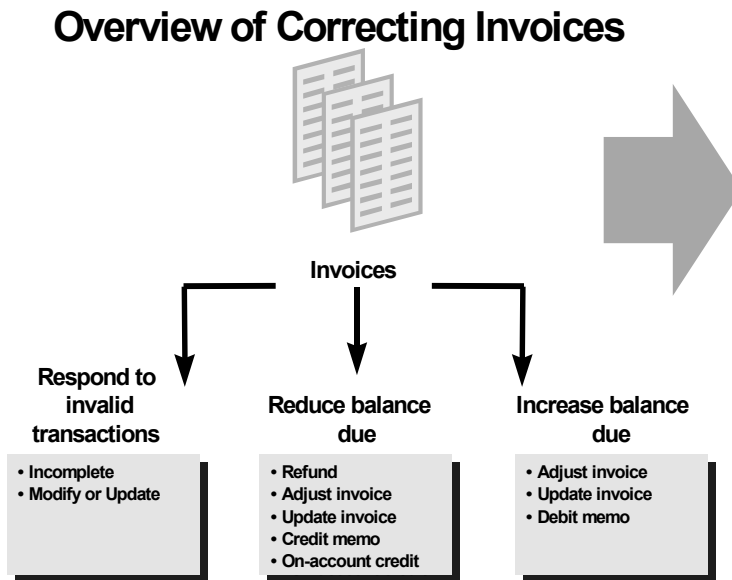
## Section Objectives

At the end of this section, you should be able to:

- Correct for underinvoicing by entering debit memos and updating or adjusting invoices
- Correct for overinvoicing by entering credit memos and on-account credits and by updating or adjusting invoices

## Overview of Correcting Invoices

---



## Overview of Corrections

---

### Overview of Corrections

Adjustment Type	Effect on Invoice	Approval Limits	Accounting Source
Update or Modify	Changes original	None	Original Transaction
Debit memo	None; new item	None	AutoAccounting
Adjustment	Activity	User	Adjustment Activity
Credit memo	New item applied to original	None	Original Transaction or AutoAccounting (profile option)
On-account credit	None; account only	None	AutoAccounting

### Examples of Corrections

You can update an invoice if there is no activity against it (payment receipts, credit memos, or adjustments) and it has not been posted to the general ledger.

Debit memos are useful in charging customers for items not included on normal invoices. If freight charges were not included on an invoice which has already been sent to a customer, you can enter a debit memo to charge the customer for freight.

Adjustments are more useful for write-off activity rather than normal billing related activity.

## Overview of Corrections

---

### Overview of Corrections

Adjustment Type	Tax	Usage Restriction	Entry
Update or Modify	Automatic	Activity	Query in Transaction window
Debit memo	Automatic	None	Transaction window
Adjustment	Manual or write-off	Approval limits	Transaction summary
Credit memo	Automatic	None	Transaction summary
On-account	Automatic	None	Transaction window

## Correcting for Underinvoicing

---

### Underinvoicing Correction Options

Your options are:

- Enter debit memo
- Update invoice
- Adjust invoice

### Options to Correct for Underinvoicing

- Enter debit memo: Create a new receivable for additional charges. This has no system relationship to the original invoice.
- Update invoice: Update the line, tax, and freight amounts on the original invoice.
- Adjust invoice: Manually adjust line, tax, and freight amounts on the original invoice.

## Creating Debit Memos

---

### Creating Debit Memos

Debit memos are like invoices, but they are usually created for additional charges. You can:

- Enter debit memos in the Transaction window
- Import debit memos through AutoInvoice
- Enter debit memos in the same way as invoices, but use the Debit Memo transaction type

### Example of Accounting Entries for Debit Memos

Dr.	Receivables	920	
Cr.	Revenue (if line amounts are entered)		800
Cr.	Freight (if freight amounts are entered)		20
Cr.	Finance charges (if finance charge amounts are entered)		100

## Lab 1: Create Debit Memos

---

### Instructions

You have discovered additional damaged freight related to an invoice already sent to the Customer entered in the Customer Lab. They have agreed to accept the additional charge. Create a debit memo for \$1500.00.

## Lab 1 Solutions: Create Debit Memos

Navigate to the Transactions window:

1. N → Transactions → Transactions
2. Enter the required header and transaction information. Select Manual - Other as the Source. Select Debit Memo as the Class. Select MFAR - Debit Memo as the Type.
3. Select the Customer entered in the Customer Lab as your Ship To and Bill To Customer and select Immediate as your Terms.
4. Select (B) Line Items.
5. Enter a free-form description of the reason for the debit memo. Select Each from the UOM list of values and enter a quantity of 1. Then enter a unit price of \$1500.00 and tab to have the system calculate the extension.

[illegible]

6. Select the (B) Distributions and enter your accounting data.
7. Save this transaction and record your transaction number.
8. Select the (B) Complete.
9. Close this window.

## Updating Invoices

---

### Updating Invoices

- Update the original invoice before posting to the general ledger and before entering activity.
- Update invoice information through the Transactions window.
- Use the Transaction workbench form to update the Due Date, PO Number, Salesperson, and Remit-To Address.
- Update original invoice amount by
  - Updating the quantity and unit price for each line.
  - Updating the original freight amount.

### Updating Unposted Invoices

If an invoice has not been posted to General Ledger, the invoice can be changed in the Transactions window. This is the preferred method since it prevents incorrect invoices from being posted to the GL.

Once the invoice has been posted to the GL, it must be adjusted.

## Adjusting Invoices

---

### Adjusting Invoices

Adjust invoices manually or automatically.

Business Need	Solution
Some invoices exist that have incorrect amounts.	Manual adjustment for each invoice.
Close all invoices that have a remaining balance of \$50 or less.	Automatic adjustment for \$50.
A customer was overcharged for freight by \$100.	Manual freight adjustment for \$100.
Write off a line item and its tax.	Two manual adjustments; item and tax. A credit memo could be used to correct item and tax.

## Adjusting Invoices Manually

### Adjustments

Oracle Public Sector Receivables

N → Transactions → Transactions Summary

Transactions Summary

The screenshot shows the 'Transactions Summary (FEDERAL RAILROAD ADMIN)' window. It features a table with four columns: 'Source', 'Number', 'Bill To Customer', and 'Class'. The first row is highlighted in yellow and contains the text 'MANUAL-OTHER', an empty field, an empty field, and 'Invoice'. Below the table are several buttons: 'Applications', 'Adjust', 'Credit', 'Copy To', 'Incomplete', 'Installments', 'Overview', 'New', and 'Open'.

Source	Number	Bill To Customer	Class
MANUAL-OTHER			Invoice

Applications Adjust Credit Copy To Incomplete

Installments Overview New Open

1. Select (M) View: Find.

Find Transactions (FRA\_SET\_OF\_BOOKS)

Main More

Transaction Numbers  -

Reference Numbers  -

PO Numbers  -

Sources  -

Transaction Dates  -

Batches  -

Transaction Types  -

Document Numbers  -

Sales Order Number

Class

Clear New Find

2 Enter search criteria. Select (B) OK.

Find Transactions (FRA\_SET\_OF\_BOOKS)

Main More

Transaction Numbers  -

Reference Numbers  -

PO Numbers  -

Sources  -

Transaction Dates  -

Batches  -

Transaction Types  -

Document Numbers  -

Sales Order Number

Class

Clear New Find

3. Select (B) Find.

Transactions Summary (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 10040

Source	Number	Bill To Customer	Class
MANUAL-OTHER	10040	ST. LOUIS SW RAILROAD CO	Invoice

Applications Adjust Credit Copy To Incomplete

Installments Overview New Open

4. Select (B) Adjust.

Adjustments (FRA\_SET\_OF\_BOOKS) - ST. LOUIS SW RAILROAD CO, 10040, 1

Installment ☒

	Line	Tax	Freight	Charges	Total
Original	67,107.04	0.00	0.00		67,107.04
Balance	0.00	0.00	0.00	0.00	0.00

Adjustments: <67,107.04> Pending Adjustments

Adjustments

Main Account, IDs Comments

Number	Activity Name	Type	Amount	Includes Tax		Adjustment Date
					GL Date	
1454	REVERSE DL	Invoice	<67,107.04>	<input type="checkbox"/>	31-MAY-2000	31-MAY-2000
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		

## ADJUSTMENTS

Field Name	Comments	Required?
<b>Installment Area</b>		
Original Line	The original Line amount for this transaction.	Display Only
Original Tax	The original Tax amount for this transaction.	Display Only
Original Freight	The original Freight amount for this transaction.	Display Only
Original Total	The original Total of the line, tax, and freight amounts for this transaction.	Display Only
Balance Line	The Line Balance due for this invoice, debit memo, or chargeback in the entered currency. The balance due for the debit item is the original amount less any activity such as payments, credit memos, or adjustments.	Display Only
Balance Tax	The Tax Balance due for this transaction.	Display Only
Balance Freight	The Freight Balance due for this transaction.	Display Only
Balance Charges	The finance Charges Balance due for this transaction.	Display Only
Balance Total	The Total Balance due for this transaction.	Display Only
Adjustments	The amount of all Adjustments for this transaction.	Display Only
Pending Adjustments	The total amount of adjustments that are pending for this item. Pending adjustments are adjustments that you have neither approved nor rejected, and have a status of either Pending Approval or More Research.	Display Only
<b>Adjustments Area</b>		
<b>Main TAB</b>		
Number	You can use manual or automatic document numbering for your adjustments. The adjustment activity determines whether you must enter a document number for an adjustment. If you use manual numbering, you must enter a unique number when you create the adjustment. Otherwise, Receivables creates a unique number when you save.	Display Only
Activity Name	You use receivables activities to default accounting information for your miscellaneous receipt, finance charge, and adjustment transactions. You can define as many receivables activities as you need. Define adjustment activities in the Receivables Activities window.	Yes
Type	You can create an adjustment at the invoice header level or adjust only specific elements of an invoice, debit memo, credit memo, or chargeback. For example, you can adjust individual invoice lines, or the tax, freight, and finance charges associated with a transaction. To do this, specify an adjustment type of Line, Tax, Freight, Charges, or Invoice when creating your adjustment.	Yes
Amount	If the transaction type does not allow over-application, you cannot enter an amount that would reverse the sign of the balance of the debit item. If you specify Invoice Adjustments as your type of adjustment, Receivables requires that your adjustment amount be the exact amount to close the item you are adjusting, and enters this amount in the Amount field.	No
Includes Tax Checkbox	N/A, not used at this time.	No
GL Date	Enter the GL Date for this adjustment. The default is the later of either the transaction GL date or the current date. However,	Yes

	if this date is not in an open period, the default GL Date is the last date of the most recent open period. The GL date must be later than or equal to the GL date of the debit item you are adjusting and must be in an open or future-enterable period.	
Adjustment Date	The date to apply your adjustment to the item you have selected. The default value for this field is the later of either the GL date of the transaction or the current date. The application date for an adjustment must be later than or equal to the transaction date of the item you are adjusting.	Yes

5. Select the Account, IDs TAB.

To view the entire accounting flexfield, select the (I) Edit Field on the toolbar.

ADJUSTMENTS		
Field Name	Comments	Required?
Account, IDs TAB		
Number	Defaults from Main Tab.	Display Only
GL Account	Enter the GL Account for this adjustment. The activity name provides the default GL account, but you can change it.	Yes
Document Number	If you are using manual document numbering, enter a unique Document Number for this adjustment. If you are using automatic document numbering, Receivables assigns a document number when you save.	No
Line	The line number of the item line you are adjusting. You can enter this field only if your adjustment type is Line.	No

	Receivables does not update the remaining amount due for a line when you specify a line for an adjustment. Instead, Receivables updates the balance due for the entire item by the amount that you specify for this line adjustment. If you specify a line item, Receivables validates this adjustment to ensure that the adjustment amount does not cause the remaining amount due of this line item to be a negative number, and that the adjustment amount is within your adjustment approval limit range.	
Chargeback Number	If this is a chargeback, the Chargeback Number will be displayed.	Display Only
Description	GL Account description.	Display Only
Trans Code	Transaction code if used.	No

## 6. Select Comments Tab.

Adjustments (FRA\_SET\_OF\_BOOKS) - ST. LOUIS SW RAILROAD CO, 10040, 1

Installment ☒

	Line	Tax	Freight	Charges	Total
Original	67,107.04	0.00	0.00		67,107.04
Balance	0.00	0.00	0.00	0.00	0.00

Adjustments: <67,107.04> Pending Adjustments

Adjustments

Main Account, IDs Comments

Number	Reason	Comments	Status
1454			Approved

ADJUSTMENTS		
Field Name	Comments	Required?
Comments TAB		
Number	Defaults from Main Tab.	Display Only
Reason	Enter a Reason for creating this adjustment. Receivables prints your reasons on the Adjustment Register.	No
Comments	Enter Comments, if desired.	No
Status	Receivables assigns a status when you save this adjustment that indicates whether it is complete. Receivables provides the following adjustment statuses: <b>Approved:</b> This adjustment has been approved.	No

	<p>Receivables updates the debit or credit item amount and status to reflect the adjustment.</p> <p><b>More Research:</b> This adjustment is on hold because you are either researching the debit or credit item, or are requesting additional information about the adjustment.</p> <p><b>Rejected:</b> You have rejected this adjustment. Adjustments with this status do not update the balance of the credit or debit item.</p> <p><b>Pending Approval:</b> The adjustment amount is outside the approval limits of the user who entered the adjustment. Adjustments with this status can only be approved by an user with the appropriate user approval limits. You can define other adjustment statuses by updating the Receivables QuickCode "Approval Type".</p>	
--	--	--

7. Save work and exit.

## Lab 2: Manually Adjust Transactions

---

### Instructions

A periodic review revealed that the Customer entered in the Customer Lab was overcharged for damaged freight. Adjust the debit memo to \$1000.00. Handle this adjustment as a write off.

## Lab 2 Solutions: Manually Adjust Transactions

Navigate to the Transactions Summary window:

1. N → Transactions → Transactions Summary
2. Select (M) View: Find
3. Enter the Debit Memo # in the Transaction Numbers field and select (B) Find.

Number	Seq	Class	Days Late	Due Date	Currency	Original	Balance
13418	1	Debit M...	-30	06-MAR-2002	USD	1,500.00	

	Entered	Functional
Cumulative Balance		
Total Balance	1,000.00	1,000.00

Dunning HistoryCallTransaction OverviewDetails

Dispute HistoryAdjustBalancesActivities

4. Select (B) Adjust.

## Lab 2 Solutions: Manually Adjust Transactions

- In the Activity Name field select Write Off from LOV.

The screenshot shows the 'Adjustments (FRA\_SET\_OF\_BOOKS) - GIANT DISTRIBUTORS - 00, 13418, 1' window. The 'Installment' section displays a summary table:

	Line	Tax	Freight	Charges	Total
Original	1,500.00	0.00	0.00		1,500.00
Balance	1,000.00	0.00	0.00	0.00	1,000.00

Below this, the 'Adjustments' field is set to '<500.00>' and 'Pending Adjustments' is '0.00'.

The 'Adjustments' section has tabs for 'Main', 'Account, IDs', and 'Comments'. The 'Main' tab is active, showing a table with the following data:

Number	Activity Name	Type	Amount	Includes Tax	GL Date	Adjustment Date
	WRITE OFF R	Line	<500.00>	<input type="checkbox"/>	04-FEB-2002	04-FEB-2002
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		
				<input type="checkbox"/>		

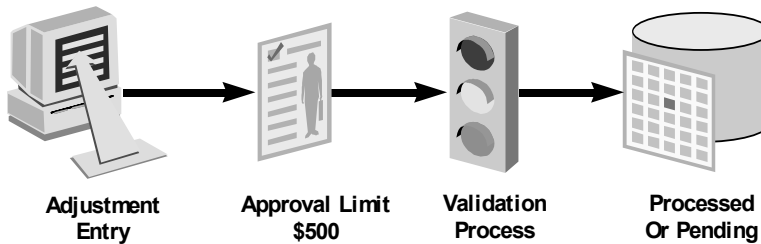
**Note:** You should receive a warning that Limits have not been set for this user or that you will not be able to approve a transaction because it exceeds your approval limit. The total transaction amount will be shown in the Pending Adjustments field.

- In the Type field, select Line from the LOV.
- Enter the downward adjustment in brackets (<\$500.00>).
- Save your work.
- Close the window.

## Validating Adjustments in Receivables

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### Validating Adjustments in Receivables



### How Receivables Validates Adjustments

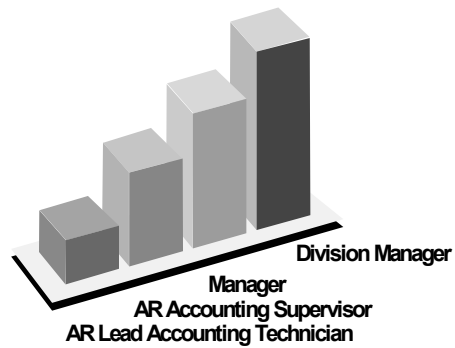
- When you create an adjustment, Receivables automatically verifies that it is within your adjustment approval limits before approving it. If you enter an adjustment that is within your assigned approval limit for the currency of that item, Receivables updates your customer's balance to reflect the adjustment.
- If you enter an adjustment that is outside your approval limits, Receivables creates a pending adjustment with a status of Pending Approval.
- If you specify Invoice Adjustments as your type of adjustment, Receivables requires that your adjustment amount be the exact amount to close the item you are adjusting and enters this amount in the Amount field.
- Some transaction types, such as deposits and guarantees, may have the option Allow Overapplication in the Transaction Types window set to NO. This setting prevents a user from entering an adjustment that reverses the sign of a transaction. If the Natural Application Only check box in the Transaction Types window is selected for a transaction type, the Allow Overapplication option is set to NO.

## Setting Adjustment Limits

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### Setting Adjustment Limits

Typical department approval limits



### Adjustment Approval Limits

You can control adjustment approvals by creating individual approval limits in the Adjustment Approval Limits window (N → Setup → Transactions → Approval Limits) by specifying a minimum and maximum approval amount for each user by currency.

## Approving Adjustments

### Approve Adjustments

Oracle Public Sector Receivables

N → Control → Adjustments → Approve Adjustments

Find Adjustments

Find Adjustments

Main More

Creator

Last Updated By

Adjustment Number

Currency

Amount

Order By

☒ Amount

☐ Status

Status

☒ Pending

☐ Approved

☐ Rejected

☐ Unaccrued

Clear Find

FIND ADJUSTMENTS		
Field Name	Comments	Required?
<b>Main TAB</b>		
Creator	Person who created the adjustment.	No
Last Updated By	Person last updating the adjustment.	No
Adjustment Number	Number assigned to the adjustment.	No
Currency	Always USD.	No

Amount	Amount of the Adjustment.	No
<b>Order By Area</b>		
Amount Checkbox	Activate find by amount.	No
Status Checkbox	Activate find by status.	No
<b>Status Area</b>		
Pending Checkbox	The adjustment amount is outside the approval limits of the user who entered the adjustment. Adjustments with this status can only be approved by an user with the appropriate user approval limits.	No
Approved Checkbox	This adjustment has been approved. Receivables has updated the debit or credit item amount and status reflecting the adjustment.	No
Rejected Checkbox	The adjustment has been rejected. Adjustments with this status do not update the debit or credit item.	No
Unaccrued Checkbox	The adjustment has not been accrued.	No

- On the Find Adjustments screen, Main Tab, enter the information necessary to complete your query.
  - To further define your adjustment query, select the More tab and enter information.


The screenshot shows the 'Find Adjustments' application window. The 'Main' tab is selected. The 'Transaction' section includes input fields for 'Number', 'Type', 'Due Date', 'Source', and 'Line'. The 'Customer' section includes fields for 'Name' and 'Number'. The 'Adjustment' section includes fields for 'Status', 'GL Date', 'Activity Name', and 'Date'. 'Clear' and 'Find' buttons are located at the bottom right of the window.

FIND ADJUSTMENTS		
Field Name	Comments	Required?
<b>More TAB</b>		
<b>Transaction Area</b>		
Number	Transaction number.	No
Source	Transaction source.	No
Type	Transaction type.	No
Line	Transaction line being adjusted	No
Due date	Transaction due date.	No
<b>Customer Area</b>		
Name	Customer name.	No
Number	Customer number.	No
<b>Adjustment Area</b>		
Status	Current status of adjustment.	No
Activity Name	Type of adjustment.	No
GL Date	GL Date of adjustment.	No
Date	Date of Adjustment.	No

2. Select (B) Find.

APPROVE

Approve Adjustments (FRA\_SET\_OF\_BOOKS)

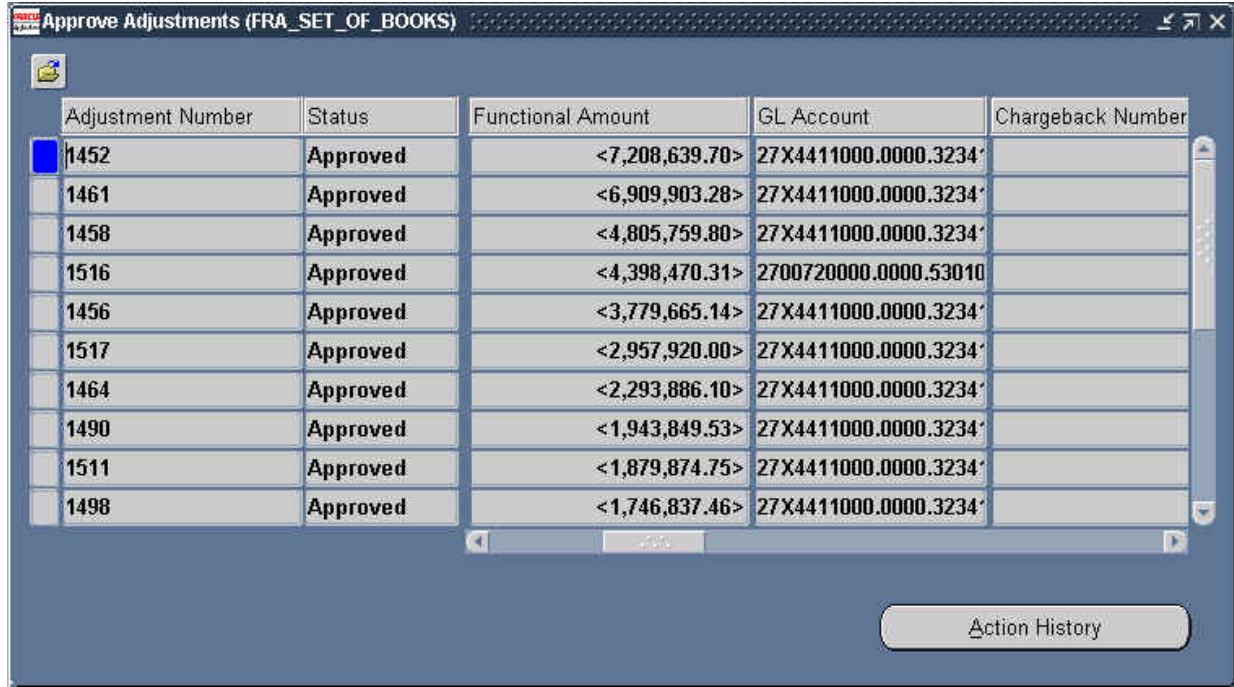


Adjustment Number	Status	Trans Number	Trans Type	Currency	Entered Amount
1452	Approved	10038	DIR LOAN X4411	USD	<7,208,
1461	Approved	10048	DIR LOAN X4411	USD	<6,909,
1458	Approved	10044	DIR LOAN X4411	USD	<4,805,
1516	Approved	10108	DIR LOAN X4411	USD	<4,398,
1456	Approved	10042	DIR LOAN X4411	USD	<3,779,
1517	Approved	10063	DIR LOAN X4411	USD	<2,957,
1464	Approved	10054	DIR LOAN X4411	USD	<2,293,
1490	Approved	10075	DIR LOAN X4411	USD	<1,943,
1511	Approved	10101	DIR LOAN X4411	USD	<1,879,
1498	Approved	10088	DIR LOAN X4411	USD	<1,746,

Action History

APPROVE ADJUSTMENTS		
Field Name	Comments	Required?
Adjustment Number	This field displays the Adjustment Number previously assigned.	Display Only
Status	To approve an adjustment, enter a Status of Approved.	Yes
Trans Number	This field displays the Trans Number for this	Display Only

	adjustment.	
Trans Type	This field displays the Trans Type for this adjustment.	Display Only
Currency	This field displays the Currency.	Display Only
Entered Amount	This field displays the amount of the adjustment.	Display Only



The screenshot shows a software window titled "Approve Adjustments (FRA\_SET\_OF\_BOOKS)". It contains a table with the following columns: Adjustment Number, Status, Functional Amount, GL Account, and Chargeback Number. The table lists ten approved adjustments. The first adjustment, 1452, is highlighted with a blue selection bar. At the bottom right of the window is a button labeled "Action History".

Adjustment Number	Status	Functional Amount	GL Account	Chargeback Number
1452	Approved	<7,208,639.70>	27X4411000.0000.3234'	
1461	Approved	<6,909,903.28>	27X4411000.0000.3234'	
1458	Approved	<4,805,759.80>	27X4411000.0000.3234'	
1516	Approved	<4,398,470.31>	2700720000.0000.53010	
1456	Approved	<3,779,665.14>	27X4411000.0000.3234'	
1517	Approved	<2,957,920.00>	27X4411000.0000.3234'	
1464	Approved	<2,293,886.10>	27X4411000.0000.3234'	
1490	Approved	<1,943,849.53>	27X4411000.0000.3234'	
1511	Approved	<1,879,874.75>	27X4411000.0000.3234'	
1498	Approved	<1,746,837.46>	27X4411000.0000.3234'	

APPROVE ADJUSTMENTS (continued using scroll bar)		
Field Name	Comments	Required?
Functional Amount	This field displays the Functional Amount for the transaction.	Display Only
GL Account	This field displays the GL Account for the adjustment.	Display Only
Chargeback Number	This field displays the Chargeback Number, if applicable.	Display Only

**Approve Adjustments (FRA\_SET\_OF\_BOOKS)**

Adjustment Number	Status	Comments	Customer Name	Customer Number	Activity Name
1452	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1461	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1458	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1516	Approved		SPCSL CORP	1066	REVENUE
1456	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1517	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1464	Approved		ST. LOUIS SW RAILROAD	1064	REVENUE
1490	Approved		BOSTON & MAINE COAST	1063	REVENUE
1511	Approved		BOSTON & MAINE COAST	1063	REVENUE
1498	Approved		BOSTON & MAINE COAST	1063	REVENUE

Action History

### APPROVE ADJUSTMENTS (continued using with scroll bar)

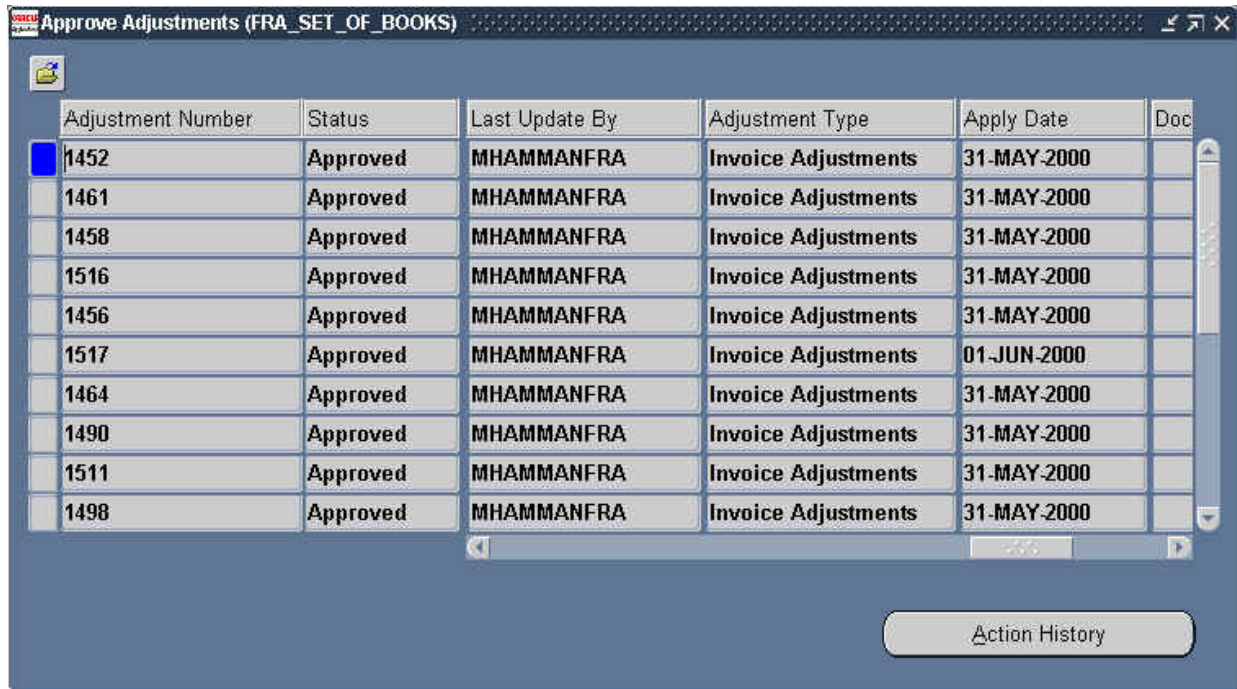
Field Name	Comments	Required?
Comments	This field displays the Comments entered for this adjustment.	Display Only
Customer Name	This field displays the Customer Name.	Display Only
Customer Number	This field displays the Customer Number.	Display Only
Activity Name	This field displays the Activity Name.	Display Only

**Approve Adjustments (FRA\_SET\_OF\_BOOKS)**

Adjustment Number	Status	Source	Line	Due Date	GL Date	Created By
1452	Approved	MANUAL-OTHER		06-OCT-2010	31-MAY-2000	MI
1461	Approved	MANUAL-OTHER		25-MAR-2011	31-MAY-2000	MI
1458	Approved	MANUAL-OTHER		29-DEC-2010	31-MAY-2000	MI
1516	Approved	MANUAL-OTHER		30-JUN-2006	31-MAY-2000	MI
1456	Approved	MANUAL-OTHER		18-NOV-2010	31-MAY-2000	MI
1517	Approved	MANUAL-OTHER		19-MAY-2012	31-MAY-2000	MI
1464	Approved	MANUAL-OTHER		27-APR-2011	31-MAY-2000	MI
1490	Approved	MANUAL-OTHER		24-APR-2009	31-MAY-2000	MI
1511	Approved	MANUAL-OTHER		21-AUG-2008	31-MAY-2000	MI
1498	Approved	MANUAL-OTHER		09-OCT-2008	31-MAY-2000	MI

Action History

<b>APPROVE ADJUSTMENTS (continued using scroll bar)</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
Source	This field displays the Source of the transaction.	Display Only
Line	This field displays the Line being adjusted, if applicable.	Display Only
Due Date	This field displays the Due Date of the transaction.	Display Only
GL Date	This field displays the GL Date of the adjustment.	Display Only
Creator	This field displays the User-ID of the person who created the adjustment.	Display Only



The screenshot shows a software window titled "Approve Adjustments (FRA\_SET\_OF\_BOOKS)". It contains a table with the following data:

Adjustment Number	Status	Last Update By	Adjustment Type	Apply Date	Doc
1452	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1461	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1458	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1516	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1456	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1517	Approved	MHAMMANFRA	Invoice Adjustments	01-JUN-2000	
1464	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1490	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1511	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	
1498	Approved	MHAMMANFRA	Invoice Adjustments	31-MAY-2000	

At the bottom right of the window is a button labeled "Action History".

<b>APPROVE ADJUSTMENTS (continued using scroll bar)</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
Last Update By	This field displays the User-ID of the person who last updated this adjustment.	Display Only
Adjustment Type	This field displays the Adjustment Type for this transaction.	Display Only
Apply Date	This field displays the Apply Date for this adjustment.	Display Only
Document Number	This field displays the Document Number assigned to this adjustment, if applicable.	Display Only

**Approve Adjustments (FRA\_SET\_OF\_BOOKS)**

Adjustment Number	Status	Document Number	Reason	Trans Code	
1452	Approved				
1461	Approved				
1458	Approved				
1516	Approved				
1456	Approved				
1517	Approved				
1464	Approved				
1490	Approved				
1511	Approved				
1498	Approved				

Action History

APPROVE ADJUSTMENTS (continued using scroll bar)		
Field Name	Comments	Required?
Reason	This field displays the Reason for the adjustment.	Display Only
Trans Code	This field displays the Trans Code for the adjustment, if applicable.	Display Only

## Creating Accounting Entries for Adjustments

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### Creating Accounting Entries for Adjustments

Accounting entries are created when you enter an approved adjustment.

#### Example of an Adjustment that Increases the Invoice Amount

The accounting entry for an invoice:

Dr.	Receivables	1000	
Cr.	Revenue		1000

The accounting entry to increase the invoice by 500:

Dr.	Receivables	500	
Cr.	Receivable activity account		500

#### Example of an Adjustment that Decreases the Invoice Amount

The accounting entry for an invoice:

Dr.	Receivables	1000	
Cr.	Revenue		1000

The accounting entry to decrease the invoice by 300:

Dr.	Receivable activity account	300	
Cr.	Receivables		300

A receivable activity account is an account used for miscellaneous activities such as bank errors and miscellaneous receipts.

## Adjusting Invoices Automatically

### Create AutoAdjustments

Oracle Public Sector Receivables

N → Control → Adjustments → Create AutoAdjustments

Create AutoAdjustments

**Create Autoadjustments (FRA\_SET\_OF\_BOOKS)**

**Selection**

Invoice Currency

Remaining Amount  -

Remaining  % -  %

Due Date  -

Transaction Type  -

Customer Name  -

Customer Number  -

Transaction

**Parameters**

Activity

Type

GL Date

Reason

**Option**

☐ Generate Report Only

☒ Create Adjustments

☒ Adjust Related Invoices

Request Id

CREATE AUTOADJUSTMENTS		
Selection Area		
Field Name	Comments	Required?
Invoice Currency	Enter the Invoice Currency of transactions to adjust. The default is your functional currency, but you can change it.	Yes
<i>You must select <u>either</u> 'Remaining Amount' or 'Remaining %'</i>		

Remaining Amount	Specify the transactions to adjust by entering selection criteria. Enter the Low and High range of Remaining Amounts to adjust only transactions matching the criteria. Leave a field blank if you do not want to limit adjustments to transactions matching the criteria.	Yes
Remaining %	Enter the Low and High range of Remaining Percentages to adjust only transactions matching the criteria.	Yes
Due Date	Enter the Low and High range of Due Dates to adjust only transactions matching the criteria.	No
Transaction Type	Enter the Low and High range of Transaction Types to adjust only transactions matching the criteria.	No
Customer Name	Enter the Low and High range of Customer Names to adjust only transactions matching the criteria.	No
Customer Number	Enter the Low and High range of Customer Numbers to adjust only transactions matching the criteria.	No
Transaction	Enter the Transaction flexfield to adjust only transactions matching the criteria (relates to Project invoices only).	No
<b>Parameters Area</b>		
Activity	Enter an adjustment Activity, or select from the list of values. The adjustment activity determines which account your adjustment debits.	Yes
Type	Enter the Type of adjustments to create. You can create adjustments of type Lines, Freight, Charges, Tax, or Invoice.	Yes
GL Date	Enter the date to post your adjustments to your general ledger in the GL Date field. The default is the current date, but you can change it. If the current date is not in an open period, the default is the last date of the most recent open period. The GL date must be later than or equal to the GL date of the debit item you are adjusting and must be in an open or future-enterable period.	Yes
Reason	Enter a Reason for creating this adjustment, or select from the list of values.	Yes
<b>Option Area</b>		
<b>Choose one of the following AutoAdjustment Options:</b>		
Generate Report Only Checkbox	<b>Generate Report Only:</b> This option prints the AutoAdjustment Preview Report and lets you see the effects of your adjustments without actually updating your items. This option lets you analyze the adjustments that would be created and decide if you want to modify your selection criteria before actually performing the adjustment.	No
Create Adjustments Checkbox	<b>Create Adjustments:</b> This option creates the approved and pending adjustments, closes the appropriate items, and prints the AutoAdjustment Audit Report.	No
Adjust Related Invoices	If you do not want to adjust the items of related customers, uncheck the Adjust Related Invoices check box.	No
Request Id	When you choose Submit, Receivables displays a	Display Only

	Request ID number for your concurrent process and creates the AutoAdjustment Execution report. You can use the request ID number to check the status of your request in the Concurrent Requests Summary window.	
--	---	--

1. Select (B) Submit.

## Create AutoAdjustments

Automatic adjustments eliminate remaining balances for invoices, taxes, freight, invoice line items, or finance charges. You can restrict the remaining currency or percentage amounts that can be reduced to zero, based on the user's adjustment approval limits. Adjustments outside a user's approval limits are assigned a Pending Approval status.

The Activity field in the Parameters region determines which general ledger account is debited to eliminate remaining balances. The Type field determines what types of transactions are affected.

## Caution

Because of the impact of this feature, you should limit its availability to users when setting up Oracle Receivables. Also, if Remaining Amount or % Remaining field is left blank, the amount is unlimited.

## Correcting for Overinvoicing

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### Correcting for Overinvoicing

Option	Description
Update	Update the line and freight amounts on the original invoice before it is posted.
Adjust invoice	Adjust line and freight amounts on the original invoice.
Enter credit memo	Credit a specific invoice.
Enter on-account	Credit the customer's account. This credit does not initially apply to a specific invoice.

## Examples of Overinvoicing

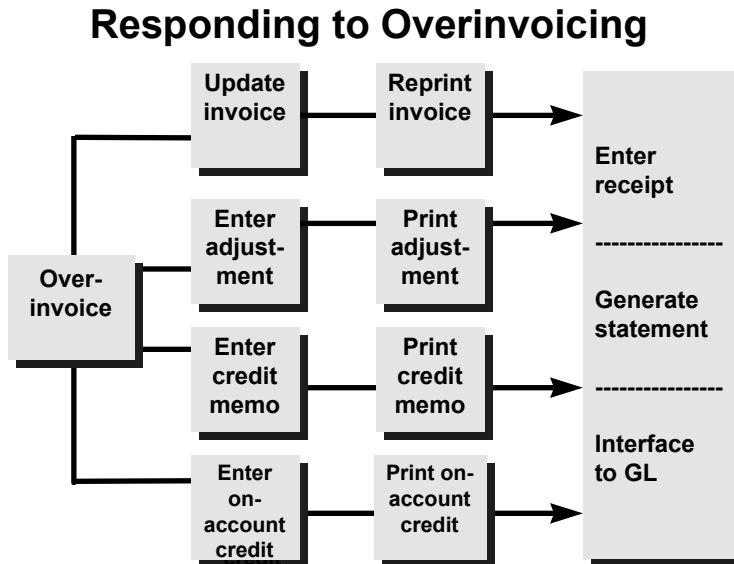
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### Examples of Overinvoicing

Business Need	Feature
An invoice is overcharged for freight.	Update the invoice in the Transactions window as long as the invoice has not been posted to the general ledger and there is no activity against it.
An invoice line is incorrectly entered for \$150 instead of \$15.	Create an adjustment that decreases the invoice line by \$135.
An invoice has been overcharged, so credit must be issued for this invoice.	Create a credit memo to reduce the invoice by the overcharged amount. (Credit memos refer to specific transactions.)
An invoice has been overcharged, so credit must be issued for this customer.	Create an on-account credit for the overcharged amount. (On-account credits refer to customer accounts.)

## Responding to Overinvoicing

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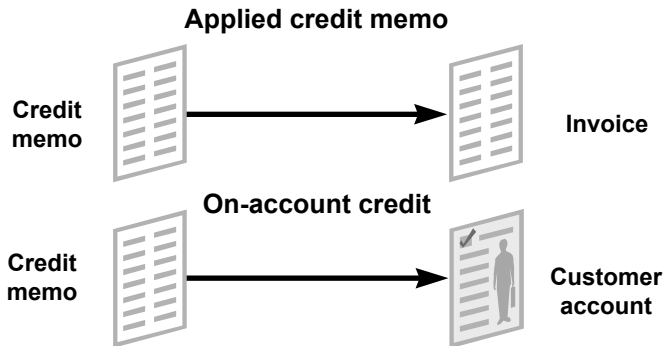


## Applying Different Types of Credits

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### Applying Different Types of Credits

Respond to overinvoicing with credit memos and on-account credits. Credit memos affect specific invoices; on-account credits affect customer balances.



## Creating Credit Memos

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### Credit Transactions

Oracle Public Sector Receivables  
N → Transactions → Credit Transactions  
Find Transactions

The screenshot shows the 'Find Transactions' window with the following fields and controls:

- Number:
- Sources:
- Class:
- Transaction Dates:
- Batches:
- Transaction Types:
- GL Dates:
- Primary Salesperson:
- Currency:
- Buttons: Clear, Find

1. If creating a new credit memo, close the Find Transactions screen.

**Credit Transactions (FEDERAL RAILROAD ADMIN) - [New]**

---

**Credited Transaction**

Number  Source

---

**Credit Memo**

Batch  Batch Name

Source  Date **25-JUL-2001** ☐ Complete

Number  Reference  Transaction ☐

Reason  Type

GL Date  Rules Method

Currency  Split Term Method  1 1

---

Transaction Amounts **More**

**Credit Memo**

	%	Amount
Line	<input type="text"/>	<input type="text"/>
Tax	<input type="text"/>	<input type="text"/>
Freight	<input type="text"/>	<input type="text"/>
Total	<input type="text"/> %	<input type="text"/>

**Credited Transaction**

Original	Balance Due
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

2. Enter information in the Credit Transactions window and on the Transaction Amounts Tab for the Credit Memo.

**Credit Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, [New]**

**Credited Transaction**

Number **10040** Source **MANUAL-OTHER**

**Credit Memo**

Batch **New** Batch Name **10040**

Source **MANUAL-OTHER** Date **15-SEP-2000** ☐ Complete

Number Reference **84 90 SSW** Transaction ☐

Reason Type **Credit Memo**

GL Date **25-JUL-2001** Rules Method

Currency **USD** Split Term Method

Transaction Amounts **More**

Credit Memo		Credited Transaction	
	%	Original	Balance Due
Line		67107.04	0
Tax			0
Freight			0.00
Total	0.0000 %	67107.04	0

**Complete** **Credit Balance** **Credit Lines**

## CREDIT TRANSACTIONS

### Credited Transaction Area

Field Name	Comments	Required?
Number	Field displays the first transaction number found from the query. Place Cursor in this field and use the up and down arrow to find the transaction you want to credit.	Display Only
Source	This field displays the transaction Source found from the find screen.	Display Only

### Credit Memo Area

Batch	To add this credit memo to an existing batch, choose a Batch type of "New". You will be asked to decide if you want to derive default values for the transactions. The default vales include transaction source, credit memo date, transaction type, GL date and currency. Choose YES to derive the default values from the chosen batch. Choose NO to use the default values of the transaction. Choose CANCEL if you do not want to use a batch.	No
Batch Name	If you have chosen "New" in the Batch field select from the LOV your batch.	No
Source	This field will be blank until you place the cursor in the field. Once you place the cursor in the field the batch source of the transaction will default. You may change this field using the LOV. This should always be MANUAL-OTHER for manually entered credit memos.	Yes

Date	Enter the Date of this credit memo. Receivables prints this date on your credit memo. If this credit memo is part of a batch, the default is the batch date. If there is no batch information, or if the batch date is before the date of the credited transaction, the default is the current date. If the date of the invoice you are crediting is later than the credit memo date, the default is the invoice date.	Yes
Complete Checkbox	If checked, credit memo has been completed.	No
Number	If your batch source does not use Automatic Transaction Numbering, enter a credit memo Number. Otherwise, the field will be unavailable for entry and Receivables assigns a number when you save. MANUAL-OTHER is an automatic batch numbering batch source.	Yes
Reference	Enter a Reference, if desired.	No
Transaction	Select from the LOV a transaction. This is used in DELPHI to create a credit memo for a Project Invoice. It will allow you to select the Project Number, Draft Invoice Number, Agreement Number, Project Organization, and Project Manager.	No
Reason	Select from LOV the reason for this credit memo.	No
Type	The batch source provides the default type, but you can change it. If this is a credit memo against an invoice or commitment, the default is the transaction type assigned to the invoice or commitment. Select from LOV Credit Memo for all credit memos other than those for project invoices or Projects Credit Memo for credit memos issued on project invoices.	Yes
GL Date	If the Post to GL option of your credit memo's transaction type is Yes, enter the GL Date for this credit memo. This date must be in an open or future enterable accounting period and must be equal to or later than the GL date of the credited transaction. If this credit memo is part of a batch, the default is the batch GL date.	Yes
Rules Method	This field will be unavailable unless you are crediting a transaction that uses invoicing and accounting rules, choose one of the following Rules Methods: Last In First Out (LIFO): Choose this option to back out revenue starting with the last general ledger period and reverse all prior periods until it has used up the credit memo. Prorate: Choose this option to credit an equal percentage to all account assignments for this invoice. Unit: Choose this option to reverse the revenue for the number of units you specify from an original line of the invoice.	No
Currency	Enter the Currency for this credit memo. If this credit memo is part of a batch, the default is the batch currency; otherwise, the default is your functional currency. If you are applying this credit memo to a transaction, the credit memo currency must be the same as the transaction currency. If you enter a currency other than your functional currency, enter exchange rate information.	Yes

Split Term Method	This field will be unavailable unless you are crediting a transaction that has multiple installments, choose one of the following Split Term Methods: First in First Out (FIFO): This method credits the first installment first. Last In First Out (LIFO): This method credits the last installment first. Prorate: This method credits the installments of the credited transaction and prorates them based on the amount remaining for each installment.	No
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3. Save your work.

Decide whether you want to credit by partial by % or Amounts; credit the entire balance due for this transaction or credit either part or the entire balance due of specific transaction lines. Use either Task 4, 5, or 7

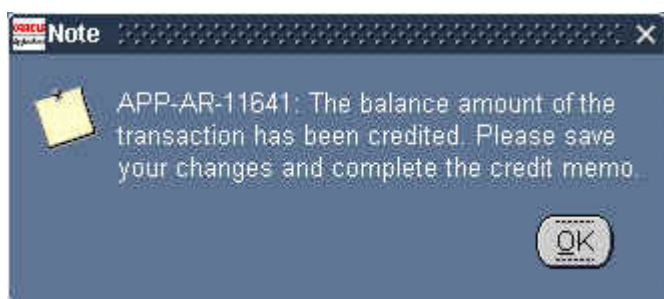
4. To credit only part of the balance due for this transaction enter either the percentage or Amount of Line, Tax, or Freight charges to credit in the Credit Memo Area of the Transaction Amounts tab.

<b>CREDIT TRANSACTIONS</b>		
<b>Transaction Amounts TAB</b>		
<b>Credit Memo Area</b>		
<b>Field Name</b>	<b>Comments</b>	<b>Required?</b>
Line %	Percentage of the invoice amount that is credited. Leave this field blank if you do not want to credit this line. You can enter the percentage amount and the system will calculate the amount to credit.	No
Line Amount	Amount of Line charges to credit. Leave this field blank if you do not want to credit this line. You can enter the amount to credit and the system will calculate the percentage.	No
Tax %	Percentage of Tax charges to credit. Leave this field blank if you do not want to credit this line. You can enter the percentage amount and the system will calculate the amount to credit.	No
Tax Amount	Amount of Tax charges to credit. Leave this field blank if you do not want to credit this line. You can enter the amount to credit and the system will calculate the percentage.	No
Freight %	Percentage of Freight charges to credit. Leave this field blank if you do not want to credit this line. You can enter the percentage amount and the system will calculate the amount to credit	No
Freight Amount	Amount of Freight charges to credit. Leave this field blank if you do not want to credit this line. You can enter the amount to credit and the system will calculate the percentage.	No
Total %	This field displays the total % credited.	Display Only
Total Amount	This field displays the total amount credited.	Display Only
<b>Credited Transaction Area</b>		

Line Original	Displays the current Original Line amount.	Display Only
Line Balance Due	Displays the current Balance Due Line amount.	Display Only
Tax Original	Displays the current Original Tax amount.	Display Only
Tax Balance Due	Displays the current Balance Due Tax amount.	Display Only
Freight Original	Displays the current Original Freight amount.	Display Only
Freight Balance Due	Displays the current Balance Due Freight amount.	Display Only
Total Original	Displays the current Original Total amount.	Display Only
Total Balance Due	Displays the current Balance Due Total amount.	Display Only

**Or**

5. To credit the entire balance due for this transaction, select on (B) Credit Balance.



6. Select (B) OK. The balance due for this transaction is reduced to zero for each type of charge.

**Or**

7. To credit either part of the entire balance due of specific transaction lines, select (B) Credit Lines.

Lines (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 12229

Transaction	Lines	Tax	Freight
Total 0.00	0.00	0.00	0.00

Main Sales Order Tax Exemption Rules More

Num	Item	Description	UOM	Quantity	Unit Price	Amount
1		DL 84 90 SSWB214		0	67107.04	0.00

Credited Transaction Line

Num 1	UOM	Qty 1	Desc DL 84 90 SSWB214 000
Price 67107.04	Original 67,107.04	Uncredited 67,107.04	

Distributions Sales Credits Freight Tax

8. Select the line items and enter the amount to credit. Repeat for each crediting line item.

LINES		
Field Name	Comments	Required?
Transaction Total	Displays the transaction total for the selected invoice line items.	Display Only
Lines Total	Displays the line total for the selected invoice line items.	Display Only
Tax Total	Displays the tax total for the selected invoice line items.	Display Only
Freight Total	Displays the freight total for the selected invoice line items.	Display Only
Main TAB		
Num	Use LOV and select the invoice line number to credit.	Yes
Item	DELPHI is not using this field in the GLOBAL design. Leave Blank.	No
Description	Enter the description for the Credit to this Line Item.	No
UOM	Unit of Measure defaults for the Line Item	Display Only
Quantity	Enter the Quantity of line to credit.	Enter either Quantity and Unit Price Or Amount.
Unit Price	Enter the Unit Price of the items to credit.	
Amount	Enter the amount to credit. You will need to use – sign. You can only enter a positive amount if the credit memo’s transaction type is created with a positive sign.	
Tax Code	N/A, not used at this time.	No

Trans	Line transaction Flexfield.	No
<b>Credited Transaction Line Area</b>		
Num	Original Invoice Line Number.	Display Only
UOM	Original Invoice Line Unit of Measure.	Display Only
Qty	Original Invoice Line Quantity.	Display Only
Desc	Original Invoice Line Description	Display Only
Price	Original Invoice Line Price	Display Only
Original	Original Invoice Line Amount	Display Only
Uncredited	Original Invoice Line Amount Uncredited	Display Only

9. Save your work and Close Window.

10. Select the More Tab and enter appropriate information.

**Credit Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 12229**

**Credited Transaction**

Number: 10040 Source: MANUAL-OTHER

**Credit Memo**

Batch: New Batch Name: 10040

Source: MANUAL-OTHER Date: 15-SEP-2000 ☐ Complete

Number: 12229 Reference: 84 90 SSWI Transaction: ☐

Reason: Type: Credit Memo

GL Date: 25-JUL-2001 Rules Method: Split Term Method:

Currency: USD

Transaction Amounts More

Document Number: Customer Reference: Comments: Special Instructions: Transaction Code:

Complete Credit Balance Credit Lines

<b>CREDIT TRANSACTIONS</b>		
<b>More TAB</b>		
Field Name	Comments	Required?
Document Number	This field is only available if you are not using Automatic Sequence Number. Enter a unique document number for this credit memo, otherwise, receivables assigns a number when you complete this credit memo.	Yes
Customer Reference	Enter Customer Reference Information	No
Comments	Enter Comments	No
Special	Enter Special Instructions	No

Instructions		
Transaction Code	Select from LOV the appropriate Transaction Code.	No

11. Select (B) Complete to finalize the credit memo.

This will cause the Complete checkbox to be checked and the Complete button will change to Incomplete.

**Credit Transactions (FEDERAL RAILROAD ADMIN) - ST. LOUIS SW RAILROAD CO, 12229**

**Credited Transaction**

Number **10040** Source **MANUAL-OTHER**

**Credit Memo**

Batch **New** Batch Name **10040**

Source **MANUAL-OTHER** Date **15-SEP-2000** ☒ Complete

Number **12229** Reference **84 90 SSW** Transaction ☐

Reason  Type **Credit Memo**

GL Date **25-JUL-2001** Rules Method

Currency **USD** Split Term Method  [   ]

Transaction Amounts More

Document Number

Customer Reference

Comments

Special Instructions

Transaction Code

12. To rework this Credit Memo select (B) Incomplete and repeat tasks 1-11.

## Lab 3: Enter a Credit Memo

---

### Instructions

The Customer entered in the Customer Lab has paid the adjusted debit memo and states that we overbilled their account. After research it is determined that the customer has been overbilled. Create a credit memo for \$500.00.

## Lab 3 Solutions: Enter a Credit Memo

Navigate to the Credit Memo window:

1. N → Transactions → Credit Transactions
2. In the Find Transactions screen, enter your debit memo number and select the (B) Find.
3. In the Credit Memo block of the Translation Amounts Tab, enter 33.333 in the Line % field and tab.

Credit Transactions (FEDERAL RAILROAD ADMIN) - GIANT DISTRIBUTORS - 00, [New]

**Credited Transaction**

Number: 13418 Source: MANUAL-OTHER

**Credit Memo**

Batch: None Batch Name: Date: 04-FEB-2002 ☐ Complete

Source: MANUAL-OTHER Reference: Transaction: ☐

Number: Reason: Type: Credit Memo

GL Date: 04-FEB-2002 Rules Method: Split Term Method:

Currency: USD

Transaction Amounts More

Line	Credit Memo %	Amount
Line	33.3333	<500.00>
Tax		
Freight		
Total	33.3333 %	<500.00>

Credited Transaction	Original	Balance Due
	1500	500.00
		0
		0.00
	1500	500

Complete Credit Balance Credit Lines

4. Select (B) Credit Lines to review the effect on the debit memo. Close this window.
5. Select (B) Complete.
6. Record the credit memo transaction number.
7. Save your work.

## Invoice-Level Versus Line-Level Credits

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### Invoice-Level Versus Line-Level Credits

#### Invoice level

- Revenue
- Freight
- Proration

#### Line level

- Lines
- Freight
- Charges

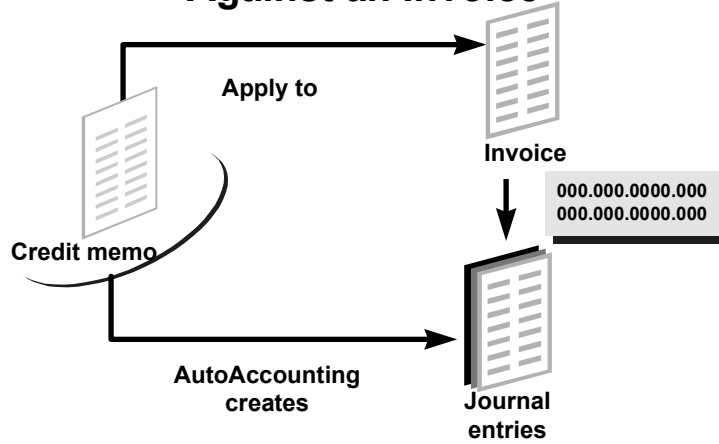
### Invoice-Versus Line-Level Credits

Business Need	Solution
Proportionately credit an invoice with lines, tax, and freight charges.	Enter an amount or percent in the Credit Memo region of the Credit Memo window. Receivables proportionately credits all components of the invoice.
Credit all remaining tax amounts for an invoice with multiple tax lines.	Either enter 100% in the Tax % field or enter the remaining tax amount in the Amount field of the Credit Memo region of the Credit Memo window.
Credit an invoice line.	Enter an amount in the Credit Lines window.
Credit freight for invoice.	Enter an amount or percent in the Freight field.
Credit specific freight lines.	Do not enter a freight amount in the Credit Memo region. Enter an amount in the Freight window.

## Accounting Entries for a Credit Memo Against an Invoice

---

### Accounting Entries for a Credit Memo Against an Invoice



**Profile option: Use invoice accounting for credit memos**

### Example: Accounting Entries for a Credit Memo Against an Invoice

When an invoice for 920 is initially entered, the following accounting entry is created:

Dr.	Receivables	920
Cr.	Revenue	900
Cr.	Freight	20

## Accounting Entries for a Credit Memo Against an Invoice

---

When a credit memo for 720 (credit 700 to lines, and 20 to freight) is created against the invoice, the following accounting entry is created for the credit memo:

Dr.    Revenue        700

Dr.    Freight        20

Cr.    Receivables        720

The net effect of the invoice and credit memo is:

Dr.    Receivables    200

Cr.    Revenue        200

## Comparing Different Types of Credit Methods

---

### Comparing Different Types of Credit Methods

Credit methods

- Last-in first-out (LIFO)
- First-in first-out (FIFO)
- Prorate
- Unit

### Credit Application Methods

Credit Method	Type of Invoice	Description
LIFO	Used for invoices with rules and split payment terms.	For credit memos against invoices with rules, the accounting entry with the most recent general ledger date is credited first. For credit memos against invoices with split payment terms, the accounting entry with the most recent due date is credited first.
FIFO	Used for invoices with split payment.	The credit is applied to the accounting entry with the oldest due date first and works forward until the credit is completely used.
Prorate	Used for invoices with rules and split payment terms.	The credit is prorated across all accounting entries.
Unit	Used for invoices with rules.	The credit is based on the number of units specified and the period in which the credit begins.

## Creating On-Account Credits

---

### **Creating On-Account Credits**

To apply a credit to the customer's account rather than to an individual invoice:

- Enter on-account credits in the Transactions window.
- Select transaction class Credit Memo.

### **Credit Appropriate Accounts**

Receivables uses AutoAccounting to determine the default accounts.

## Credit Memos Versus On-Account Credits

---

### Credit Memos Versus On-Account Credits

Depends on type of credit

- Invoice lines
- Freight only
- Invoice, tax and freight lines

Type of Credit	Credit Memo	On-Account Credit
Invoice lines	Credit specific invoice lines in the Lines window accessed from the Credit Memo window.	Use free-form lines, standard memo lines, or inventory lines in the Transactions window.
Freight Only	To credit freight, either enter the freight amount in the Freight field of the Credit Memo region of the Credit Memo window, or credit specific freight lines in the Freight window accessed from the Lines window.	To credit freight, select a standard memo line for freight.
Invoice and Freight	To credit a proportional amount of invoice lines, and freight, enter the amount or percent in the Transaction Amounts region of the Credit Memo Window.	To credit invoice, and freight amounts on one on-account credit, enter line level credits.

## Applying Credits

---

### Applying Credits

Consider the following issues when applying credit memos and on-account credits:

Business Need	Solution
A credit balance exists on a specific invoice and must be applied to another invoice.	Apply the remaining credit to another invoice in the Applications window, accessed from the Receipts window.
An on-account credit entered last month must be applied to a specific invoice.	Apply the on-account credit to a specific invoice in the Applications window, accessed from the Transactions Summary window.
An on-account credit is applied to the wrong invoice and must be reapplied to the correct invoice.	Remove the on-account credit, and then apply it to the correct invoice in the Applications window, accessed from the Transactions Summary window.

## Handling Refunds

---

### Processing Refunds

Receivables do not create checks and therefore cannot handle refunds by itself. If Payables has been installed, you can use the features of the two systems to process refunds.

Business Scenario

Enter an invoice in Receivables:

Dr.	Receivables	1000	
Cr.	Revenue		1000

Enter receipt from customer in Receivables:

Dr.	Cash	1000	
Cr.	Receivables		1000

## Handling Refunds

---

### **Example: Customer Returns Goods and Wants Refund for \$200**

Enter a credit memo in Receivables to reduce revenue and create an amount due to the customer.

Dr.     Revenue            200

Cr.     Receivables            200

Enter a debit memo in Receivables to transfer the amount owed to the customer to a clearing account.

Dr.     Receivables    200

Cr.     Clearing (or Refund) 200

Send a memo to Payables to enter an invoice to clear the clearing account and create a refund payable to the customer.

Dr.     Clearing            200

Cr.     Payables            200

Issue a check in Payables to send the refund to the customer.

Dr.     Payables            200

Cr.     Cash                200

## Summary

---

### Summary

- Create debit memos and adjustments to correct for underinvoicing or to update invoice information.
- Create adjustments, credit memos, and on-account credits to correct for overinvoicing or to update invoice information.
- Permanently remove invalid transactions from Receivables by deleting them.

# **Completing the Transaction Process**

## **Chapter 8**

# Completing the Transaction Process

---

## Section Objectives

At the end of this section, you should be able to:

- Print transactions
- Generate statements
- Inquire the transactions

## Overview

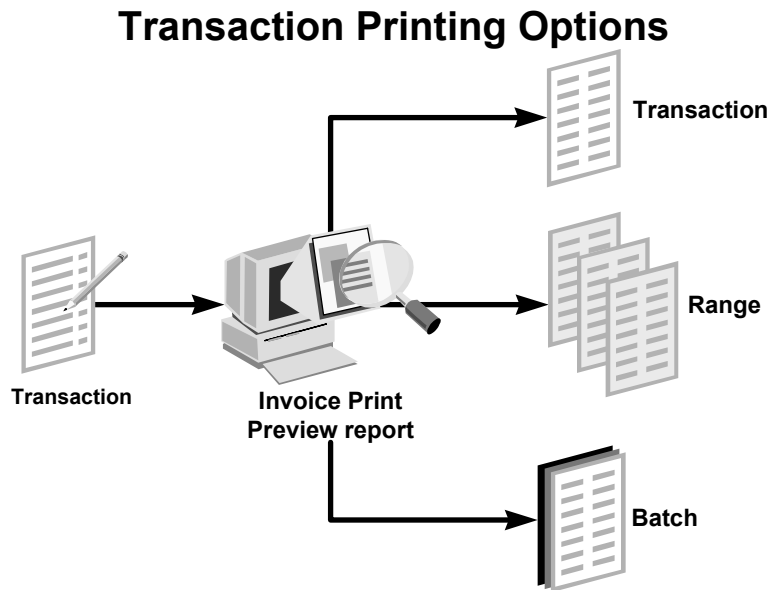
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### Overview

- Transaction documents, such as invoices and credit memos, must be printed for distribution to customers.
- Depending on a specified statement schedule, statements and consolidated billing invoices are generated for distribution to customers.

## Transaction Printing Options

---



### Printing Transactions

Business Need	Solution
Print a batch of transactions.	Select Invoice Print-Batch of Invoices as report name. Enter batch name as a report parameter.
Print transactions that have not been printed before.	Select Invoice Print-New Invoices as the report name.
Print a specific range of transactions.	Select Invoice Print-Selected Invoices as the report name. Enter transaction number range.
Print only invoices.	Specify Invoice as the transaction class report parameter.
Do not print transactions.	Update printing option to Do Not Print.

## Generating Documents

---

### Generating Documents

Generate the following documents to send to customers:

- Invoices - SF1081, SF1080, and Regular Invoices
- Credit memos
- Debit memos
- Adjustments

### Previewing Transactions Before Printing

- Submit the Invoice Print Preview Report to see a list of transactions that will be printed.
- Select a list of transactions by specifying values for the report parameters.

### Printing Transactions

Transactions may be printed in these formats:

- Print transactions by batch (Print Batch).
- Print transactions that have not been printed (Print New).
- Specify a range of transactions to print (Print Selected).

### Printing Adjustments

- Print adjustments associated with an invoice by specifying the invoice number.
- Print specific adjustments by specifying the adjustment number.

## Lab 1: Print Invoices

---

### Instructions

Your lead has asked to see a copy of the invoice you previously created. Do not attempt to print the invoice, simply view it online.

## Lab 1 Solutions: Print Invoices

Responsibility = AR Federal Administrator, AR Fed Admin Accounting Supervisor, or AR Fed Admin Cash Operations Accountant

N → Other → Request → Run → Request Set

### PRINT SF1081 (IPAC INVOICES)

1. Request Name field: Select Invoice Print Selected SF1081 Revised from list of values within window.

Parameters

Order By **Transaction Number**

Batch

Agency Location Code

Prepared By

Approved By

Transaction Class

Transaction Type

Print Date Low

Print Date High

Transaction Number Low

Transaction Number High

Open Invoices Only ☒ Yes

Tel # 1 (999-999-9999)

Tel # 2 (999-999-9999)

Details of Charges

Print my invoices only ☐ No

OK Cancel Clear Help

2. Parameters field: Select from list of values within Parameters window for:
  - Transaction Number will default in Order By field.
  - Batch field should be left blank.

## Lab 1 Solutions: Print Invoices

---

- Agency Location Code should be left blank.
  - Enter your name and your supervisor's names in the Prepared By and Approved By fields.
  - Transaction Class should be left blank.
  - Transaction Type should be left blank.
  - Print Date Low and Print Date High fields should be left blank.
  - Select from the LOV for Transaction Number Low and Transaction Number High fields.
  - Select Yes or No in the Open Invoices Only field.
  - Enter value in Tel #1 and Tel #2 fields.
  - Details of Charges field should be left blank.
  - Select Yes or No for the Print My Invoices Only field.
3. Select (B) OK.
  4. Select (B) Completion Options. Select the correct printer and number of copies. Set the number of copies to zero to view invoice-on-line.
  5. Select (B) Submit Request. Make note of Request ID number. Go to (M) View: Requests to locate request ID number and (B) Refresh Data to follow progress of printing process.

## Lab 1 Solutions: Print Invoices

Submit Request Set

Run this Request...

Request Set **Invoice Print New SF1080 (Revised)** Copy...

Program	Stage	Parameters	Language
SF 1080 Process - DELPHI	SF 1080 Process - DELP		American English
Invoice Print New SF1080 (Revised)	Invoice Print New SF1080		American English

Options...

At these Times...

**As Soon As Possible** Schedule...

Help (A) Submit Cancel

### PRINT SF1080 (NON-IPAC INVOICES)

1. N → Other → Request → Run → Request Set
2. In Request Set field, select Invoice Print New SF1080 Revised if invoices have been entered but not printed yet. Select Invoice Print Selected SF1080 Revised if the invoices have been printed prior to this request.

## Lab 1 Solutions: Print Invoices

Parameters

Order By **Transaction Number**

Batch

Transaction Class

Transaction Type

Transaction Number Low

Transaction Number High

Print Date Low

Print Date High

Customer Class **FEDERAL**

Customer

Open Invoices Only ☒ Yes

Office Charged

Print my Invoices Only ☒ No

OK Cancel Clear Help

3. Navigate to Parameters field on SF1080 Process line.
  - Transaction Number will default into the Order By field.
  - Batch Field should be left blank.
  - Transaction Class and Transaction Type fields should be left blank.
  - Transaction Number High and Transaction Number Low fields should be left blank.
  - Print Date Low and Print Date High fields should be left blank.
  - Federal defaults into Customer Class.
  - Customer field should be left blank.
  - Open Invoices Only field defaults as Yes.
  - Office Charged field should be left blank.
  - Print My Invoices Only field should be set to Yes.
4. Select (B) OK.

## Lab 1 Solutions: Print Invoices

---

5. Select the second line and select (B) Completion Options to set the number of copies to one or the desired number.
6. Select (B) Submit Request. Make note of Request ID number. Go to (M) View: Requests to locate the request ID number and select (B) Refresh Data to follow progress of printing process.

**To view invoices on-line, select (B) View Output.**

## Calculating Finance Charges

---

### Calculating Finance Charges

- Finance charges are calculated on past-due items.
- Receivables calculates finance charges when the process is initiated in AR Fed Admin.
- Receivables uses the transaction due date and receipt grace days to determine the number of days an item is past due.
- Select Accrue Finance Charges to calculate finance charges. Finance charges are calculated from the last time they were calculated for each customer.

### Formula for Calculating Finance Charges

The following formula is used to calculate the finance charge:

Finance Charge =

$$\frac{\text{Interest Rate}}{\text{Days in Period}} \times \text{No. of Days Late} \times \text{Remaining Principal.}$$

## Controlling Finance Charge Calculation

---

### Controlling Finance Charge Calculation

- System Options: Determine whether to accrue finance charges on customer account
- Customer Profile Class: Selects customers for finance charges
- Dunning: Shows finance charges on dunning letters
- Statements: Show finance charges on statements

### Calculating Finance Charges

If you plan to charge interest to customers with past-due amounts, select the Accrue Interest check box in the Miscellaneous region of the System Options window.

To enable the matching of customer payments you have received to finance charges invoiced to customers, select the Finance Charges button in the Receivables Activities window. The path to this window is:

N → Set Up → Receipts → Receivables Activities

## Using Transaction Reports

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### Using Transaction Reports

Review transactions through a variety of reports submitted from these windows:

- Print Accounting Reports
- Collection Reports
- Print Listing Reports
- Print Other Reports
- All reports can also be run through the Submit Requests window as concurrent requests.

## Using Transaction Reports

---

### Using Transaction Reports

- **Billing History:** Summarized history of transactions affecting a customer's invoices, and debit memos.
- **Billing and Receipt History:** Detailed history of transactions affecting a customer's invoices, and debit memos.
- **Incomplete Invoices Report:** Incomplete invoices, debit memos, credit memos, and on-account credits are not collectable and not displayed on aging reports.
- **Invoice Exception Report:** Transactions that have transaction types with Open Receivables set to No are not collectable and not displayed on aging reports.
- **Key Indicators Report Summary:** Summarized transaction and receipt information for a specific accounting period, and compared to another period.
- **Key Indicators Report Daily Summary:** Comparison of current invoice and credit memo activity to a prior period to see changes in the number of invoices and credit memos entered.
- **Transaction Report:** Information entered for invoices, debit memos, and credit memos.

## Reviewing Transactions

### Transaction Overview

Oracle Public Sector Receivables

N → Collections → Transaction Overview

Find Transactions Overview

Find Transactions Overview (FEDERAL RAILROAD ADMIN)

Number  Source   
Date  Sales Order   
Ship Ref  PO

Customer More

**Bill To**

Name  Number   
Location

**Ship To**

Name  Number   
Location

Clear Find

1. User can put in Transaction number (10000, 10000ADM, 10000INT, etc), source, date or complete any of the fields on this screen to retrieve information. The user can be very specific or leave the entire screen blank and select (B) Find.

**Transaction Overview (FEDERAL RAILROAD ADMIN) - BROTHERHOOD RAILWAY CARMEN DIV**

Number **1000000000014ADM** Source **CONVERSION-TRANS/** Date **30-SEP-1999**  
Sales Order Shipping Ref PO

Address Transaction More

Bill To **BROTHERHOOD RAILWAY CAR** Ship To  
Number **1029** Number  
Location **1032** Location  
Address **RICHARD A. JOHNSON, GEN. PI** Address  
**3 RESEARCH PL**  
**ROCKVILLE, MD 20850 United S**

**Lines**

	Transaction	Lines	Tax	Freight
Total	<b>72.00</b>	<b>72.00</b>	<b>0.00</b>	<b>0.00</b>

Nun	Item	Description	UOM	Quantity	Unit Price	Amount	Trans
<b>1</b>		<b>ADMINISTRATIVE CHA</b>	<b>EAC</b>	<b>1</b>	<b>72.00</b>	<b>72.00</b>	

Review invoices, debit memos, chargebacks, deposits, guarantees, credit memos, or on-account credits in Transaction Overview screen.

TRANSACTION OVERVIEW		
Field Name	Comments	Required?
Number	Transaction Number	No
Source	Transaction Source	No
Date	Date of Transaction	No
Sales Order	N/A	No
Ship Ref	Shipping Reference	No
PO	Purchase Order #	No
Address TAB		
Bill To	Display Customer Name	Display Only
Number	Display Customer Number	Display Only
Location	Display Customer Location	Display Only
Address	Display Customer Address	Display Only
Ship To	Display Customer Ship To Name	Display Only
Number	Display Customer Number	Display Only
Location	Display Customer Location	Display Only
Address	Display Customer Address	Display Only
Transaction TAB		
Type	Display Transaction Type from Transaction Screen	Display Only
Reference	Display Reference from Transaction Screen	Display Only
Terms	Display Terms from Transaction Screen	Display Only

Due Date	Display Due Dates from Transaction Screen	Display Only
Currency	Display Currency from Transaction Screen	Display Only
GL Date	Display GL Date from Transaction Screen	Display Only
Ship Date	Display Ship Date from Transaction Screen	Display Only
Carrier	Display Carrier from Transaction Screen	Display Only
<b>More TAB</b>		
Agent	N/A	Display Only
Status	Choices are: <b>Closed</b> - All transactions have been completed <b>Open</b> – There are transactions to be performed in the future <b>Pending</b> - Transactions are in the system awaiting completion or processing <b>Void</b> – This transaction has been voided	Display Only
Document Num	Display Document Number	Display Only
Special Instructions	Display Special Instructions	Display Only
Credited Trans	Display Credited Transaction information	Display Only
Credited Source	Display Credited Source information	Display Only
Commitment	Display Commitment information	Display Only
Cross Reference	Display Cross Reference information	Display Only
Agreement	Display Agreement information	Display Only
Transaction	Display Transaction information	Display Only
<b>Lines Area</b>		
Transaction Total	Display Transaction Total form Transaction screen	Display Only
Lines Total	Display Lines Total from Transaction screen	Display Only
Tax Total	Display Tax Total from Transaction screen	Display Only
Freight Total	Display Freight Total from Transaction screen	Display Only
Number	Display Number from Transaction screen	Display Only
Item	Display Item from Transaction screen	Display Only
Description	Display Description from Transaction screen	Display Only
UOM	Display UOM from Transaction screen	Display Only
Quantity	Display Quantity from Transaction screen	Display Only
Unit Price	Display Unit Price from Transaction screen	Display Only
Amount	Display Amount from Transaction screen	Display Only
Trans	Display Trans # from Transaction screen	Display Only

## Accessing Other Inquiry Forms

- Access the Account Details window from the Collections menu. Access the Customer Calls window, the Activities window, and the Transaction Overview window by selecting the corresponding buttons in the Account Details window.
- When you select a button, Oracle Receivables transfers the appropriate information into the new window.

## Submitting Transaction Detail Report

- Review all information entered for invoices, debit memos, deposits, guarantees, chargebacks, credit memos, on-account credits, and adjustments.
- Submit this report from the Print Other Reports window, or use the Submit Requests window to run the report as a concurrent request.

## Summary

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### Summary

To complete the transaction process, you:

- Print invoices, debit memos, and credit memos for distribution to customers
- Print batches or individual transactions
- Calculate finance charges for past-due and disputed items
- Display on-account and unapplied receipts on statements
- Create consolidated or site statements
- Review transaction details online or in reports